

# 2013

COMPENDIUM

## Delivering Quality with Distinction

### 2013 Quality Excellence Achievement Awards

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Recognizing Illinois  
Hospitals and  
Health Systems  
Leading in Quality,  
Innovative and  
Transformative  
Health Care





Delivering Quality with Distinction

## Overview

The Illinois Hospital Association (IHA) Institute for Innovations in Care and Quality's (The Institute) third annual Quality Excellence Achievement Awards—*Delivering Quality with Distinction*—celebrates Illinois hospitals and health systems' transformational achievements utilizing the Institute for Healthcare Improvement's Triple Aim philosophy:

- Enhancing the patient experience;
- Improving population health; and
- Reducing health care costs.

Building upon previous years, 104 projects from 57 hospitals and health systems were submitted this year. IHA appreciates the expertise and commitment demonstrated by our members as well as our judging panel of 29 nationally-recognized quality improvement leaders, who carefully reviewed and scored each application. This year, three awards were presented, one in each of the following categories: Health Care System, Rural/Critical Access Hospital, and Urban Hospital.

To share these initiatives among members, The Institute has published this compendium that provides a synopsis of all project entries along with contact information for additional details. The compendium receives national exposure by being featured annually on the [Hospitals in Pursuit of Excellence \(HPOE\)](#), an AHA affiliate, website.



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# CALL FOR ENTRIES

## Opens Spring 2014

Be sure to watch for this opportunity to be recognized and celebrated for your hospital's achievements in advancing patient care.

### AWARD CATEGORIES

- Health Care System
- Rural/Critical Access
- Urban

### New in 2014: The Tim Philipp Award

A passionate advocate for quality improvement and patient-centered care, Tim Philipp, who died in May 2013 after a long battle with cancer, spearheaded the work of IHA's Quality Awards. His work was greatly influenced by his unique perspective as a nurse, teacher and cancer patient. The *Tim Philipp Award for Excellence in Palliative Care* will honor excellence and innovation in palliative care.



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## Care Coordination: Patient-Centered Care Initiatives

**Project Title:** A Rural Hospital's Push to Move Patient Satisfaction From Better to Best in the Emergency Department

**Hospital/System:** Valley West Hospital, Sandwich

**Summary:** The patient experience as measured by patient satisfaction scores is an organizational goal. In the Emergency Department (ED), staff was challenged to move patient satisfaction scores from the 70th to the 90th percentile rank. To complete this challenge, the ED staff reviewed patient satisfaction data reported by Healthstream. Based on this feedback, the staff identified several behaviors they felt should be incorporated into daily routines, including: rounding, informing patients of delays and improving discharge instructions by reconciling medications with patients and families. Staff decided that improving the door-to-discharge times for patient stays would be a patient satisfier as well. The ED staff set into motion the performance expectations related to these behaviors that should be provided for each patient encounter. For the organization's fiscal year, the ED has been able to maintain their satisfaction scores above the 90th percentile rank, with nearly half the scores between the 95th and 99th percentile rank.

**Contact:** Karen Black  
Director, Quality  
815-756-1521  
[kblack@kishhospital.org](mailto:kblack@kishhospital.org)

**Website:** <http://www.vwch.org>

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