INTRODUCTION

The Healthcare Association of New York State (HANYS) and its members are committed to innovative practices and continuous improvement in quality, safety, and efficacy of care. HANYS’ Pinnacle Award for Quality and Patient Safety is one forum to recognize organizations playing a leading role in promoting these works.

Leading the Quest for Quality: 2010 Profiles in Quality Improvement and Patient Safety is a compendium of submissions for HANYS’ Pinnacle Award for Quality and Patient Safety that met publication standards. Each profile includes a program description, outcomes, and lessons learned that provide insight into what it takes to make positive change occur.

There were winners in four categories: multi-entity, large hospital, small hospital, and specialty or division-based. In addition, HANYS recognized submissions in the top 10th percentile based on the scoring guidelines.

HANYS congratulates and thanks all of our members for their willingness to share their ideas, experiences, and successes. We encourage all members to take advantage of the information in this publication as a strategy to inform and accelerate efforts to improve quality and patient safety.

For more information about the Pinnacle Award for Quality and Patient Safety, please contact Nancy Landor, Senior Director of Strategic Quality Initiatives, at (518) 431-7685 or at nlandor@hanys.org.

CHAPTERS

The 2010 profiles are categorized into four themes:

- **Clinical Care**—Improving Patient Care
- **Operations**—Improving Systems and Processes
- **Patient Safety**—Falls, Infection Management, Medication Management, and Pressure Ulcers
- **Specialty**—Behavioral Health, Emergency Services, Home Care, Long-Term Care, Maternal-Child, Outpatient, and Primary Care
Quality of Care Web Site: Transparency of Data

Upstate University Hospital

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PROJECT DESCRIPTION

Upstate University Hospital developed a quality of care Web site to provide the community with a transparent and easily understood source of hospital quality data. Key aspects of this project included:

■ multidisciplinary approach to plan, design, and develop the Web site;

■ commitment to proactively share key quality and safety measures with the community;

■ the Web site contains a Frequently Asked Questions section, quality of care “snap-shots” that highlight specific quality initiatives, and up-to-date data than can be found on other public report card Web sites; and

■ measures focused on clinical quality, patient safety, and patient satisfaction.

For each quality measure:

■ the latest data are compared to appropriate benchmarks;

■ an explanation is provided to help consumers understand what each measure means; and

■ a statement is included to explain why each measure is important to consumers.

OUTCOMES

■ The hospital is the first in the region to publish a Web site dedicated to communicating quality measures to the community.

■ The Web site highlights multiple quality initiatives, and is consumer-friendly and easy to navigate.

LESSONS LEARNED

■ The design and development of a quality data Web site must be multidisciplinary.

■ Commit resources to the project as development, deployment, and maintenance are labor-intensive.

■ Ensure the public can find the Web site easily from the hospital home page.
Ms. Leighton works with Pennsylvania’s hospitals and other stakeholders to support the development of health care policy with respect to health care quality, patient safety, delivery system accountability, professional supply, professional practice, public health, and workforce development. She has a Bachelor’s degree in Nursing from Pennsylvania State University and a Master’s degree in Health Services Administration from the University of Pittsburgh.

ARTHUR A. LEVIN, M.P.H. is co-founder and Director of the Center for Medical Consumers, a New York City-based non-profit organization committed to informed consumer and patient health care decision-making, patient safety, evidence-based, high-quality medicine, and health system transparency. Mr. Levin was a member of the Institute of Medicine’s (IOM) Committee on the Quality of Health Care that published the To Err is Human and Crossing the Quality Chasm reports. He served on the IOM committee that made recommendations to Congress in IOM’s Leadership Through Example report, and was a member of the committee that issued Opportunities for Coordination and Clarity to Advance the National Health Information Agenda and Knowing What Works in Health Care: A Roadmap for the Nation. Mr. Levin is co-chair of the National Committee for Quality Assurance Committee on Performance Measures that is charged with developing performance measures applicable to health plans. At the state level, he has served on numerous state health department task forces and workgroups focused on safety, quality, informed consent, and bioethics concerns. Recently, he served on a state policy workgroup for office-based surgery. He also serves on the board of Taconic Health Information Network and Community, a not-for-profit health information organization in the mid-Hudson Valley, and is a founding board member of the New York State E-Health Collaborative. Mr. Levin earned his Master of Public Health degree from Columbia University’s School of Public Health and a Bachelor of Arts degree in Philosophy from Reed College.

Dr. Vahe Kazandjian is the President of The Center for Performance Sciences, a Maryland-based outcomes research center that develops quality measurement and evaluation strategies in the Americas, Europe, and Asia. He is the original architect of, and remains responsible for, the Maryland Quality Indicator Project (QIP), the largest indicator project of its kind in the world. He is Adjunct Professor of the Health Policy and Management Department of the Johns Hopkins Bloomberg School of Public Health. In addition, Dr. Kazandjian is the author of four textbooks on indicator development and quality of care. He is an epidemiologist by training and served as Advisor to the World Bank for Latin America, USAID for Africa, and is currently Advisor to the World Health Organization’s European office in Barcelona. In 2002, Dr. Kazandjian was named President of LogicQual Research Institute, Inc., a not-for-profit organization dedicated to conducting research on clinical practice and accountability. From 2005 to 2010, Dr. Kazandjian served as the Principal Investigator for a quality-based reimbursement initiative by Maryland’s Health Services Cost Review Commission. He has published extensively in clinical and health services peer review journals and books on the development of clinical protocols, indicators of quality, small area variation analysis, and longitudinal epidemiological studies. He is also a published poet and novelist. He received his undergraduate and graduate degrees from the American University of Beirut, Lebanon, and his Doctorate from The University of Michigan, Ann Arbor, Department of Medical Care Organization and Policy, School of Public Health.