What topic area does this case study apply to?

* *Be specific, all subtopics will appear under the main topic heading, i.e., if you choose value-based payments, it will also appear under financial management and operational excellence*

**Operational Excellence**

Financial management

Value-based payment

Bundled payments

Infrastructure

Health information technology

Leadership

Strategic planning

Performance improvement

Baldrige

Lean/Six Sigma

Patient throughput

Supply chain management

Workforce engagement

Communication

Employee culture

Employee health and wellness

**Population/Community Health**

ACOs

Care coordination

CHNAs

Community partnerships

Disease management

Patient-centered medical homes

Patient/family education and engagement

Wellness/preventative care

**Patient Safety and Quality**

Safety culture

Infections

C.*diff*

CAUTI

CLASBI

Sepsis

Surgical-site infections

Ventilator-associated pneumonia

Injuries from falls and immobility

Medication management

Adverse drug events

Readmissions

Serious adverse events

Obstetrical adverse events

Ulcer prevention

Venous thromboembolism

**Equity/Diversity**

Cultural competency training

Governance and leadership diversity

Race, ethnicity and language data

**Care Delivery**

Behavioral health

Care transitions

Innovation/new models

Palliative care

Please include any of the following information. The most-viewed case studies are the ones that include most or all of the following:

**Basic Information**

Organization name

City, State

Website

Contact information: name, title, email

**The Problem**

A concise explanation of the project--How, why, what, when, etc.

**The Solution**

What were the objectives? What were the required resources, include costs, technology, FTEs, time frame, etc.

**The Result**

Be specific—reduction in hospital days, percent improvement, increase in patient satisfaction.

**Advice to Colleagues**

If I was starting this project today, make sure to focus on this aspect.

Please email your questions or submit your information to [hpoe@aha.org](mailto:hpoe@aha.org). Phone calls may be directed to Jennifer Towne (312) 422-2928.