2012 Quality Excellence Achievement Awards Compendium

Recognizing Illinois Hospitals and Health Systems Leading in Quality and Transformative Health Care
The Illinois Hospital Association’s (IHA) Institute for Innovations in Care and Quality (The Institute) second annual Quality Excellence Achievement Awards recognizes and celebrates the achievements of Illinois hospitals that are committed to transforming Illinois health care through innovative approaches and best practices.

From 67 submissions representing 40 hospitals, awards were presented to a total of eight hospitals in two categories: urban and rural/critical access. The two award recipients and six finalists, who were honored at IHA’s annual Leadership Summit, were selected by a panel of 30 nationally-recognized quality improvement leaders based on their achievement and progress in advancing one or more elements of the Institute of Medicine’s six aims for improvement:

- Safety
- Effectiveness
- Timeliness
- Efficiency
- Equity
- Patient-centered care

To share these initiatives among members, The Institute has published this compendium that provides a synopsis of all award 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.
Call for Entries
May 2013

Be sure to watch for this opportunity to be recognized and celebrated for your hospital’s achievements in advancing patient care.
Award Recipients
**Award category—Rural/Critical Access**

**Katherine Shaw Bethea Hospital, Dixon**

*Streamlining the Intake Process of Cardiac Patients in the Emergency Department*

**Award category—Urban**

**OSF Healthcare System, Peoria**

*Improving Obstetrical Care Through Organizational Collaboration*

The following pages contain summaries of the award recipients’ projects.
Award Finalists
AWARD FINALISTS

Rural/Critical Access category

**Gibson Area Hospital & Health Services, Gibson City**
Reduce Medication Errors Through the Implementation of Computerized Physician Order Entry (CPOE), Medication Bar Coding and Smart Pump Technology

**Graham Health System, Canton**
Intensive Care Management

**St. Mary’s Hospital, Centralia**
Reducing Readmissions CQI+ Team—Implementing Change Through the IHA Project RED Collaborative

Urban category

**Advocate Hope Children’s Hospital, Oak Lawn**
Utilization of an Interdisciplinary Team Approach for the Care of Infants with Hypoplastic Left Heart Syndrome (HLHS)—The Ideal Quality Improvement Collaboration

**Alexian Brothers Health System, Arlington Heights**
Improvement in Patient Safety and Quality of Inpatient Care Through Appropriate Blood Product Management

**Holy Family Medical Center, Des Plaines**
Collaborative Approach to Reduce Health Care-Acquired Clostridium difficile Infection Rate in a Long-Term Acute Care Hospital (LTACH)

The following pages contain summaries of the award finalists’ projects.
Readmission Prevention

Hospital/System: Good Samaritan Regional Health Center, Mount Vernon

Contact: Michelle Darnell
Vice President, Systems Improvement
618-241-2218
Michelle_Darnell@ssmhc.com

Project Title: *Timely Discharges and Reducing Readmissions*

Summary: Good Samaritan Regional Health Center’s medical unit required 4 hours, 18 minutes to discharge an inpatient once the discharge order had been written. A CQI+ team was sanctioned to reduce that time. The team used Lean/Six Sigma process improvement strategies to decrease both the hospital’s inpatient readmission rate and its inpatient discharge order-to-door time.

Discharge order-to-door time has been reduced in half and the improvement has been replicated hospital-wide. The unit has also realized readmission rate reductions. The March 2011 readmission rate of 17.68% for AMI/CHF/Pneumonia/COPD was reduced to 9.33% by April 2012. The hospital’s readmission rate for AMI/CHF/Pneumonia/COPD also has been reduced.

Website: [http://www.smgsi.com](http://www.smgsi.com)