2012 Quality Excellence Achievement Awards Compendium

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

Delivering Quality with Distinction
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.
Hospital/System: Memorial Hospital, Belleville

Contact: Kerry Wrigley
Director Quality Improvement
618-257-5328
kwrigley@memhosp.com

Project Title: Improving Heart Failure Discharge Outcomes—The Project RED Pilot

Summary: Using FOCUS-PDCA, the hospital identified an opportunity to decrease the 30-day readmission rate for heart failure patients.

In 2010, the rate for all payer patients was 32.4%. Through a partnership with Illinois Hospital Association, the facility implemented Project RED. The goal was to discharge patients with the tools and education necessary to improve health and compliance with treatments, and to keep them functioning in the community.

A Discharge Transition Coach role and an FTE were devoted to the program. Using methods such as intensive daily education with teach-back, an After Hospital Care Plan, and follow-up appointments and phone calls, the pilot population readmission rate dropped to 16.4% and the all facility rate to 23.1%. This led to a full roll out of the program and the development of a Nurse Practitioner led Heart Failure Clinic opening in June 2012.

Website: http://www.memhosp.com