2013 Quality Excellence Achievement Awards

Recognizing Illinois Hospitals and Health Systems Leading in Quality, Innovative and Transformative Health Care
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.
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.
**Care Coordination: Patient-Centered Care Initiatives**

**Project Title:** Development of an Innovative Care Model for the Timely and Efficient Care of Patients who have a Potential or Confirmed Diagnosis of Cancer

**Hospital/System:** Saint Anthony's Health Center, Alton

**Summary:** After reviewing data from their cancer program, including data from an effective breast navigation program in place for four years, the hospital identified an opportunity to improve the efficiency and timeliness of the diagnostic and treatment planning processes. Improvement in timeliness of care leads to better patient outcomes resulting in a healthier population, reduced health care costs and an improved patient experience.

To achieve this, the hospital: allocated two full-time patient navigators to the oncology service line; implemented data monitoring; realigned the patient care processes around the patient (rather than the offices and departments); started daily navigation meetings with senior leadership in order to review status on navigated patients; implemented weekly multidisciplinary conferences for physicians to discuss real-time cases; and improved overall communication among team members and with patients. As a result of these interventions, the hospital reduced the average “Detection-to-Diagnosis” time from 15.7 days to 11.2 days, and reduced the average “Detection-to-Treatment” time from 47.6 days to 29.6 days.

**Contact:** Donna Rosenkranz
Director of Quality
618-474-4807
djros@sahc.org

**Website:** [http://www.sahc.org](http://www.sahc.org)