



Better to Best

2011 **Quality Excellence**
Achievement Awards
COMPENDIUM

Recognizing **Illinois Hospitals**
Leading in Quality and
Innovation



Better to Best

2011 **Quality Excellence**
Achievement Awards

CALL FOR ENTRIES

MAY 2012

Be sure to watch for this opportunity to **be recognized and celebrated** for your hospital's achievements in advancing patient care.

OVERVIEW

2011 Quality Excellence Achievement Awards Overview

IHA's Quality Care Institute established its first annual Quality Excellence Achievement Awards recognizing Illinois hospital accomplishments for advancing quality patient care in 2011. In May, members were invited to submit their achievements in two distinct award categories: IHA Pledge Quality Achievement Award and IHA Innovation in Quality Award.

The IHA Pledge Quality Achievement Award honors hospitals that have shown significant **improvement efforts meeting the goals of IHA's [Raising the Bar](#)** campaign. The campaign calls for hospitals to engage in specific interventions over the next three years to reduce hospital readmissions and hospital-acquired infections and other complications. Hospitals pledge to work to develop and collaborate on initiatives and programs that will:

- Reduce 30-day hospital readmission rates for congestive heart failure, heart attack and pneumonia; and
- Reduce hospital-acquired conditions and infections such as Methicillin-resistant Staphylococcus aureus (MRSA), C. difficile, central line-associated blood stream infections (CLABSI), catheter-associated urinary tract infections (CAUTI), surgical-site infections, and deep vein thrombosis and pulmonary embolism following certain orthopedic procedures.

The IHA Innovation in Quality Award recognizes hospitals that have demonstrated innovative approaches addressing elements of the Institute for Healthcare Improvement's (IHI) [Triple Aim](#). The IHI Triple Aim program seeks to improve the health of the population; enhance the patient experience of care; and reduce or control the per capita cost of care.

More than 50 quality improvement projects were submitted by 36 hospitals from across the state. Twenty nationally-recognized quality improvement leaders representing a variety of health care organizations, associations and universities comprised a panel that carefully reviewed all entries. Seven winners from six Illinois hospitals and health systems representing urban, rural, Medicaid/safety net, and specialty hospitals were selected and recognized at the IHA Leadership Summit on September 20-21.

Submissions for the second annual Quality Excellence Achievement Awards will be accepted in spring 2012.

Better to Best

2011 **Quality Excellence**
Achievement Awards

IHA INNOVATION IN QUALITY AWARD APPLICANTS

Hospital/System: Silver Cross Hospital, Joliet

Contact: Garrett Larance
Sr. Process Improvement Engineer
815-740-4838
glarance@silvercross.org

Project Title: *Laboratory Performance Improvement Project*

A Lean project to address why physicians were not receiving lab results in a timely manner was implemented. Lab processes were evaluated from order generation through verification of results being sent to physicians. Data was collected and evaluated for each step including Value Stream Maps. Measureable improvement included a 41% reduction in collect to receive times, 33% reduction in collect to verify and an increase in morning results reported out by 7:30 a.m. from 89% to 98%.

Website: <http://www.silvercross.org/>