

COMPENDIUM
2013

Delivering Quality with Distinction

2013 Quality Excellence Achievement Awards

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





Delivering Quality with Distinction

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 \(HPOE\)](http://www.hospitalsinpursuitofexcellence.org), an AHA affiliate, website.



Delivering Quality with Distinction

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.



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Care Coordination: Patient-Centered Care Initiatives

Project Title: Enhancing the Patient's Experience through an Innovative and Transformative Service Excellence Initiative

Hospital/System: McDonough District Hospital, Macomb

Summary: Data from Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and patient satisfaction scores indicated the need to improve the patient experience to become the provider of choice for the primary, secondary and outlying market base. In collaboration with a consulting firm and a service excellence department, a program was developed and launched in January 2012, which includes elements of Lean/Six Sigma and a key focus on patient-centered care. The service excellence initiative includes cross-departmental project improvement teams, which deploy focused improvement on the patient experience, as well as improved employee and physician satisfaction and engagement. Weekly service huddles are required in each department that include a review of HCAHPS and patient satisfaction scores and a pre-determined improvement topic for huddle leaders to use at their discretion. The initiative encompasses every department across the patient's continuum of care, creating a uniform approach to patient-centered care resulting in improved patient satisfaction outcomes.

Continuous improvement projects, utilizing rapid cycle Plan-Do-Study-Act (PDSA) testing, were employed and proved effective in improving various areas such as environmental noise and the overall Emergency Department patient experience. Significant improvement of overall scores from calendar year 2011 to 2012 was achieved in seven of the eight HCAHPS domains (an average improvement of 7.4%) and in all areas surveyed for patient satisfaction. In the six areas surveyed for patient satisfaction, the hospital experienced an average improvement of 4.9% in top box scores.

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