

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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Urban Hospital Runner-Up

Project Title: Launching an Innovative Model of Care to Provide Quality Outcomes at a Lower Cost

Hospital/System: Northwestern Memorial Hospital, Chicago

Summary: Detailed data analysis at the hospital revealed that patients often readmit or return due to a lack of timely follow-up care and, more generally, a lack of access to appropriate outpatient care management. The hospital decided to develop a care model that aimed to improve the quality of discharge transitions after an inpatient stay or Emergency Department (ED) visit. This led to two goals: (1) ensure that all patients (who need it) receive access to outpatient care within seven days of discharge and (2) ensure that all patients have a primary care physician relationship.

A standardized follow-up appointment scheduling process has been introduced to provide patients access to outpatient care within seven days of discharge. For those patients without an established outpatient care relationship, a follow-up clinic, open three days weekly, was launched in December 2011 to stabilize patients, address psychosocial needs and bridge patients into a new medical home. The clinic expanded to a five-day a week operation in April 2013. Patients seen in the clinic have demonstrated a 37.5% reduction in 30-day ED return rates and 35.6% reduction in 30-day inpatient readmission rates compared to those patients scheduled but not seen in the the clinic.

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