

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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Operational Excellence: Infrastructure

Project Title: "Closing the Loop" on Unexpected Results

Hospital/System: Northwestern Memorial Hospital, Chicago

Summary: Hospital research revealed that there is no well-accepted, proven model for a highly reliable "closed-loop" system for the communication and documentation of unexpected (non-critical) radiologic findings such as incidental pulmonary nodules and renal masses. A lack of timely follow-up by the appropriate caregiver can result in delayed or missed treatment and adverse patient events. Third-party technology solutions that assist with these result notifications can be cost-prohibitive and inflexible. In an environment with increasing volume and time pressures, even the most well-intentioned interpreting radiologists and referring physicians are likely to miss the reporting, tracking, reading, and follow-up of every single unexpected finding.

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