

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: Community Health

Project Title: Immunization Rates Through Multidisciplinary Collaboration

Hospital/System: Norwegian American Hospital, Chicago

Summary: As of January 2012, two global immunization measures were established in which all patients discharged from acute inpatient care with a length of stay less than 120 days must be assessed for and offered the influenza and pneumococcal vaccines, as appropriate. In first quarter 2012, baseline compliance rates for influenza vaccination and the overall pneumococcal vaccination rates were lower than the organization's expectation. A multidisciplinary team representing nursing, pharmacy and informatics collaborated to evaluate the hospital's vaccination rates, review current processes and assess the effectiveness of the current pneumococcal and influenza screening tools within the hospital information system.

Several opportunities for improvement were identified, thereby prompting changes to be made within the hospital's health information system that included process changes via the use of rapid Plan-Do-Study-Act (PDSA) cycles. Another key strategy included advancing patient education on adult vaccinations where clinical pharmacists play a large role helping to address the needs of the hospital's undeserved patient population. One year later, the hospital observed a 73% increase in vaccination rates for influenza and a 32% increase for the overall pneumococcal vaccination rate.

Contact: Rose Baez, RN, MSN, MBA
Director of Quality
773-292-8200
rbaez@nahospital.org

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

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