



Illinois Health and Hospital Association

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IHA Honors Illinois Hospitals and Health Systems for Developing and Implementing Quality Improvement Initiatives with Significant Impact

*8th Annual IHA Quality Excellence Achievement Awards—Recipient Categories:
Outstanding Achievement, Behavioral Health, Partnership, Small and Rural*

Naperville, Ill.—Hospitals and health systems across Illinois devote significant resources to advancing patient care and safety through a variety of quality improvement initiatives. A national panel of quality experts judged the 91 submissions for the 2018 IHA Quality Excellence Achievement Awards from 57 hospitals and health systems statewide to arrive at the four projects selected for recognition.

The awards were presented to leaders from two health systems and three hospitals during the IHA Leadership Summit on Sept. 25 in Lombard. The 2018 recipients and their award categories are:

- **Outstanding Achievement**—Memorial Health System, Springfield;
- **Behavioral Health**—AMITA Health, Lisle;
- **Partnership**—Marianjoy Rehabilitation Hospital, part of Northwestern Medicine, Wheaton and Northwestern Medicine Central DuPage Hospital, Winfield; and
- **Small and Rural**—Jersey Community Hospital, Jerseyville.

“IHA is proud of the project work of the hospitals and health systems chosen for this year’s IHA Quality Excellence Achievement Awards,” said IHA President and CEO A.J. Wilhelmi. “The impact these organizations are having on their patients and communities is significant and shows a deep commitment and dedication to quality improvement.”

“We applaud the efforts of all Illinois hospitals and health systems,” Wilhelmi added. “They too are making important strides in advancing quality care and having a positive effect on the patients and communities they serve.”

All projects submitted reflect current improvement activities with active engagement over the past 12 months. Here’s a closer look at the projects honored:

Outstanding Achievement—Memorial Health System

Lean Six Sigma Project to Manage Aggressive Behavior in the ED Reduces Need for Security Staff Intervention by 66%

Summary: With data showing a system-wide increase in aggressive behavior and violence in the emergency department (ED), system leaders determined that frontline staff needed more support to more effectively manage individuals with aggressive behaviors. A project team used Lean Six Sigma Define, Measure, Analyze, Improve and Control (DMAIC) methodology to implement environmental improvements.

Results: Security calls for disruptive behavior decreased from 7.4 calls to 2.5 calls per 1,000 ED patient visits.

Behavioral Health—AMITA Health

Behavioral Medicine Inpatient Access Aligning System-Wide Intake Processes for Expedited Patient Placement

Summary: Patients from across Illinois are referred to AMITA Health’s behavioral health system of 640 beds among 12 facilities for inpatient psychiatric care. At baseline, it took an average of 8 hours to provide bed confirmation for a request for patient placement. Using Lean Six Sigma methodologies, a multidisciplinary team redesigned and standardized the patient intake and clinical review process system-wide.

Results: Placement time decreased to 1 hour and 21 minutes, an 83% reduction from baseline.

Partnership—Marianjoy Rehabilitation Hospital, part of Northwestern Medicine, and Northwestern Medicine Central DuPage Hospital

Stroke Program Acute Care Transfer and Readmission Reduction Project: Acute and Post-Acute Collaboration

Summary: Baseline data showed that 41% of acute care stroke readmissions from Marianjoy Rehabilitation Hospital were potentially preventable and that acute stroke transfers were 5.6% higher than the national benchmark goal of 11.2%. A project team used the Lean Six Sigma Define, Measure, Analyze, Improve and Control (DMAIC) methodology to increase collaboration between Central DuPage Hospital and Marianjoy Rehabilitation Hospital to improve patient care.

Results: Central DuPage Hospital reduced acute care stroke readmissions by 30% and Marianjoy Rehabilitation Hospital reduced acute stroke transfers by 25%.

Small and Rural—Jersey Community Hospital

Reducing All-Cause Readmissions by Improving Coordination Across the Care Continuum

Summary: With baseline data from the Centers for Medicare & Medicaid Services (CMS) showing an all-cause readmission rate of 16%, a project team set out to decrease the all-cause readmissions rate to below 10%. Using Lean Six Sigma methodologies, the team formulated a multi-faceted improvement plan, which included post-acute care partners, home health agencies and skilled nursing facilities.

Results: The all-cause readmission rate dropped to 7% with an estimated 63 readmissions prevented over a 12-month period.

IHA’s Institute for Innovations in Care and Quality spearheaded this effort to highlight the quality improvement work of IHA-member hospitals and health systems.

“As we partner with hospitals and health systems across the state, we believe it’s paramount to celebrate their successes in quality improvement,” said Helga Brake, Vice President, Quality,

Safety, and Health Policy, who leads the Institute. “Illinois hospitals and health systems are leaders in advancing care. IHA’s Institute works to support and enhance those efforts. ”

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About IHA’s Institute for Innovations in Care and Quality

The Institute is a strategic center actively engaged in implementing evidence-based quality and safety initiatives while creating innovative member programs to measurably strengthen the quality of healthcare across Illinois. It aims to inform, empower and lead IHA members in advancing Illinois as a person-centered, national model for high-value healthcare.

About IHA

The Illinois Health and Hospital Association, with offices in Naperville, Springfield, Washington, D.C., and Chicago advocates for Illinois’ more than 200 hospitals and nearly 50 health systems as they serve their patients and communities. IHA members provide a broad range of services—not just within their walls, but across the continuum of healthcare and in their communities. Reflecting the diversity of the state, IHA members consist of nonprofit, investor-owned and public hospitals in the following categories: community, safety net, rural, critical access, specialty and teaching hospitals, including academic medical centers. For more information, see www.team-iha.org. Like IHA on [Facebook](#). Follow IHA on [Twitter](#).