2018 IHA Quality Awards: Adopting Strategies of Award-Winning Hospitals and Health Systems: Dec. 6

Date: December 06, 2018    Time: 11:30 AM

Location:
Webinar 1 - Thursday, December 6, 2018, 11:30 am - 12:30 pm
Webinar 2 - Tuesday, December 11, 2018, 11:30 am - 12:30 pm

Registration:
Complimentary – Open to staff at IHA member hospitals and health systems.

Registration includes program material and one phone/Internet connection. Only one individual per hospital needs to register. All participants from your hospital are asked to gather in one room for the webinar.

This two-part webinar series will present the quality improvement initiatives of five IHA members: Memorial Health System; AMITA Health; Marianjoy Rehabilitation Hospital, part of Northwestern Medicine; Northwestern Medicine Central DuPage Hospital and Jersey Community Hospital. Projects of these organizations were selected for the 2018 IHA Quality Excellence Achievement Awards, presented at the 2018 IHA Leadership Summit in September. The 2018 award recipients will share their successes in developing and implementing the quality improvement projects honored, which have had a significant impact on improving care and patient safety.

Continuing Education Credit
The Illinois Health and Hospital Association (IHA) is authorized by the State of Illinois Department of Financial and Professional Regulation (license number 236.000109) to award up to 1.0 hour of nurse continuing education credit for each webinar.
The Illinois Health and Hospital Association is authorized to award 1.0 hour of pre-approved ACHE Quality Education credit (non-ACHE) for each webinar toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

Credit hours for Certified Professional in Patient Safety (CPPS) and Certified Professional in Healthcare Quality (CPHQ) are pending.

AGENDA

Outstanding Achievement and Behavioral Health:

- **Outstanding Achievement** — Memorial Health System, Springfield
  *Lean Six Sigma Project to Manage Aggressive Behavior in the ED Reduces Need for Security Staff Intervention by 66%*

- **Behavioral Health** — AMITA Health, Lisle
  *Behavioral Medicine Inpatient Access Aligning System-Wide Intake Processes for Expeditied Patient Placement*

OBJECTIVES

At the end of this webinar, participants will be able to:

- Describe how hospitals and health systems can effectively manage individuals with aggressive behaviors in the emergency department setting.
- Summarize environmental improvements to decrease aggressive behavior and violence in the emergency department.
- Examine standardized patient intake and clinical review processes to better coordinate behavioral health services and expedite patient placement.

WHO SHOULD ATTEND

Quality leaders, clinical quality staff, administrative leaders, and nurse managers.

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