THE 2012 QUALIS HEALTH AWARDS OF EXCELLENCE IN HEALTHCARE QUALITY

Since 2002, Qualis Health has presented the Award of Excellence in Healthcare Quality to outstanding organizations in Idaho and Washington. Winners have demonstrated leadership and innovation in improving healthcare practices, reflecting the very best in healthcare quality improvement. The awards recognize those who demonstrate outcomes to the three broad aims outlined in the 2011 National Quality Strategy:
- Better healthcare (for individuals)
- Better health (for populations)
- Reduced costs through improvement

Winners of the Idaho Awards of Excellence in Healthcare Quality are recognized in a special ceremony at the Idaho Annual Patient Safety and Quality Improvement Conference. For more information, visit www.qualishealth.org.

CLEARWATER VALLEY HOSPITAL AND CLINICS

Three-Part Aim: Improved Healthcare for Individuals, Better Health for the Community, Lower Per-Capita Costs

Redesign of the Hospital Discharge Transition—Patient-Centered Care to Improve Safety, Cost and Outcome

In 2011, Clearwater Valley Hospital and Clinics extensively redesigned the hospital discharge process with the goal of delivering patient-centered care that reduces cost while improving safety. Among multiple improvement methods, innovative elements of this effort included effective use of the Visiting Nurse Service and the Patient-Centered Medical Home in the affiliated clinics. Through reduction in the 30-, 60- and 90-day hospital readmission rates these methods produced significant improvements in patient care and declines in healthcare costs. The 30-day readmission rate dropped from a study baseline of 19.8% to 7.4%, the 60-day rate declined from 9.7% to 6% and the 90-day rate dropped from 7.2% to 3.2%. The redesigned process produced a safer, patient-centered care transition through delivery of care in the home of high-risk patients and early access to outpatient follow-up with the medical home team.

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BONNER GENERAL HOSPITAL

Patient Safety Award

Post-Surgical Peripheral Nerve Block Fall Prevention

In mid-2009, Bonner General began to offer peripheral nerve blocks as a pain control measure for orthopedic surgery patients. During that period, they experienced three patient falls, two of which resulted in injury. A multidisciplinary task force consisting of anesthesiologists, certified registered nurse anesthetists, nurses and physical therapists convened to assess the post-surgical needs of patients receiving peripheral nerve blocks. The team revised order sets and implemented nurse education, physical therapists guidelines and patient education. The results have been outstanding—zero falls among their peripheral nerve block patient population in 2010 and 2011.

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KINDRED NURSING AND REHABILITATION MOUNTAIN VALLEY

Organizational Culture Award

Survey Focus—Growing from Managers to Leaders

In 2010, Kindred began a study group to determine ways to improve their performance on their annual state survey, and to develop tools that would foster successful survey outcomes. The resulting tool, the “Senior Leader Rounds” sheet, captures patient and resident needs, and was initially used intermittently by all senior leaders while the center was undergoing the state survey. Due to its effectiveness, in 2011 it was implemented for year-round use and is now updated daily. Through this project, the organization’s leaders have continuous communication with front line staff on changes (or desired changes) in the needs of their patients and residents. The organization has seen improvement in the number of survey citations, as well as improved trends in pain management, catheter use and incontinence. Kindred identified improvements in multiple areas addressing quality of care, customer satisfaction, employee satisfaction and financial savings. “Senior Leader Rounds” has become the standard practice year-round.

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KOOTENAI HEALTH

Infection Prevention Award

Reducing Catheter-Associated Urinary Tract Infections (CAUTI) and the Associated Costs: Using Evidence-Based Guidelines and Research Methods to Improve Outcomes

Catheter associated urinary tract infections (CAUTIs) are the most common hospital-acquired infections in the United States, accounting for approximately 42% of all hospital associated infections. Kootenai Health focused efforts on reducing CAUTI through two projects. The first involved implementing a hospital-wide project that included staff education, policy changes and process changes to increase clinical staff adoption of established guidelines for CAUTI risk reduction. This decreased CAUTI rates by 30%. Lower daily use of catheters is known to reduce overall risk of CAUTI, so the device utilization rate was also measured. The monthly average use decreased significantly by 19% after the project’s implementation. A second project then sought to reduce CAUTI further by piloting a new anti-infective catheter product. This resulted in three months of zero CAUTI events that could be attributed to the new product.

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ST. LUKE’S HEALTH SYSTEM

Clinical Care Improvement Award

St. Luke’s Health System Sepsis Initiative

St. Luke’s responded to concern over high mortality rates among sepsis patients by implementing efforts to increase early detection and improve outcomes. Changes were implemented at some sites as early as 2009 and adopted as standard throughout the system in 2011. Best practices, specifically a bundle of interventions comprising “perfect care” and monitoring focused on early recognition and treatment, became the standard shared between sites. System-wide data gathered through 2011 showed significant reduction in sepsis-related mortality. St. Luke’s estimates that approximately 50 patients’ lives were saved during 2010-2011. Earlier intervention has meant better outcomes for those presenting with sepsis, and thus, better health for the population.

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**REPRESENTATIVE JOHN M. RUSCHE, MD**

**Exemplary Contributions to Healthcare Quality in Idaho**

Dr. Rusche received the 2012 Qualis Health Award for Exemplary Contributions to Healthcare Quality in Idaho for sustained and significant contributions to the improvement of healthcare quality among Idaho communities. Through his leadership, as a physician and legislator in the Idaho House of Representatives, Dr. Rusche has made evident his dedication to improving healthcare delivery.

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**About Qualis Health**

Qualis Health is a national leader in improving care delivery and patient outcomes, working with clients throughout the public and private sector to advance the quality, efficiency and value of healthcare for millions of Americans every day. In Idaho, Qualis Health serves as the Quality Improvement Organization (QIO) for the Centers for Medicare & Medicaid Services (CMS), the Health Information Technology Regional Extension Center (REC) for the Office of the National Coordinator for Health Information Technology (ONCHIT) and provides case management and utilization management services to the Idaho Department of Health and Welfare, Division of Medicaid.