

Award of Excellence in Healthcare Quality Winners for projects completed in 2007

Hillcrest Manor and Rehab Center

The Effect of Staff Turnover and Absenteeism on Elder Care

At this Eden Alternative facility, culture change is an integral part of service to elders. When Hillcrest made the change to a consistent staffing model, staff turnover and absenteeism were reduced, care for elders was improved, and elders were put back in control of their own lives.

Lincoln Hospital, Northwest MedStar and Sacred Heart Medical Center

Cardiac Level 1 Protocol

An emergency heart attack program was developed that focused on coordinating care between the Emergency Department at Lincoln Hospital (a critical access hospital), the helicopter transport service and the Cardiac Catheterization team at the urban referral center (Sacred Heart Medical Center). This collaboration resulted in improved patient outcomes and significant reduction in time to reperfusion for patients transferred between the two facilities.

Pathology Associates Medical Laboratories (PAML)

Middleware Solutions

The laboratory provider automated key processes to track client inquiries, logistics information and quality assurance data. This program resulted in improved consistency and timeliness in supplying test results to providers.

Providence Hospice & Home Care of Snohomish County Hospice Bereavement Counseling Intern Program

In collaboration with university programs, Providence Hospice & Home Care of Snohomish County utilized trained student interns to increase bereavement outreach support. They were able to increase the level of support by more than 400%, meeting the needs of the community in a budget neutral manner, and also provided a quality learning experience for students early in their careers.

Sacred Heart Medical Center and Children's Hospital

Reduction of Ventilator-Associated Pneumonia (VAP) in the PICU

The hospital implemented initiatives focusing on empowerment of staff, increased collaboration, transparency and practice changes. This effort resulted in elimination of VAPs within one year of implementation in the PICU.

Walla Walla General Hospital

Achieving Top Performance with Core Measures

Through real time coaching, feedback, and concurrent chart abstraction, this hospital achieved 100% compliance in selected Heart Failure, Pneumonia and Surgical Care Improvement Project measures.

Each year, Qualis Health recognizes outstanding organizations for their innovative, measurable improvements in healthcare. Our thanks to the 2008 award panel for their time and care in reviewing applications:

John Arveson *Director, Professional Affairs, Washington State Medical Association*

Myron E. Bloom, MD, MMM *Medical Director, Rural Healthcare Quality Network*

William Boyan, MD *Associate Medical Director, Qualis Health*

Carolyn Edmonds *Assistant WA State LTC Ombudsman, Washington State Long Term Care Ombudsman's Office*

Nancy Fisher, MD *Medical Director, Health Care Authority*

Jeanne Harmon *Diabetes Prevention & Control Program, Washington State Department of Health*

Miriam Marcus Smith *Program Director, Washington Patient Safety Coalition, Foundation for Health Care Quality*

Loy Maslen, RNC, MSN, NNP, IQCI, CPUM *Care Management Clinical Nurse Specialist, Qualis Health*

Jeff Rochon, Pharm D *Director of Professional Development, Washington State Pharmacy Association*

Lynn Tungseth *Director of Quality, Providence Senior & Community Services*

Carol Wagner *Vice President of Patient Safety, Washington State Hospital Association*