



Spreading Quality,  
Containing Costs.

#### IN THIS ISSUE:

|                         |   |
|-------------------------|---|
| GOLD AWARD              | 1 |
| SILVER & BRONZE WINNERS | 2 |
| 2009 FINALISTS          | 3 |
| SELECTION COMMITTEE     | 4 |
| SELECTED NEWS COVERAGE  | 7 |

Three local medical teams were recipients of the Second Annual Fine Awards for Teamwork Excellence in Health Care during a reception at Heinz Hall on November 17, 2009. Sponsored by The Fine Foundation, the Jewish Healthcare Foundation (JHF) and the Pittsburgh Regional Health Initiative, the Fine Awards were established to reinforce the critical role teamwork plays in health care by recognizing local healthcare teams who have achieved breakthroughs in patient safety and quality care.

"Breakthroughs are happening every day on the frontlines of patient care," said Milton Fine, president and CEO of The Fine Foundation. "These awards shine the spotlight on those often overlooked achievements and highlight the dramatic improvements our region is making to the healthcare system."

A distinguished national selection committee chose this year's three top winners out of nearly 40 applications that were submitted last June. The committee narrowed the field to 14 finalists and then selected the top three.

"More than a decade ago, JHF formed the Pittsburgh Regional Health Initiative and developed the Perfecting Patient Care<sup>SM</sup>

# EXECUTIVE SUMMARY

December 2009

## Fine Awards for Healthcare Teamwork



*The Improving Patient Flow in the Emergency Department Team from St. Clair Hospital accepting their \$30,000 award from The Fine Foundation, the Jewish Healthcare Foundation and Pittsburgh Regional Health Initiative.*

methodology to illustrate how industrial process improvement principles can be used by healthcare teams on the frontline of care to increase quality, reduce errors and improve safety," said Karen Wolk Feinstein, PhD, president and CEO of JHF. "This year's winners, and all of our finalists, are proof that if teams of people work together on a common goal they can make a significant difference in our healthcare system."



# Silver



The Reducing 30-day COPD Readmissions Team from UPMC St. Margaret accepting their \$15,000 award from The Fine Foundation, the Jewish Healthcare Foundation and Pittsburgh Regional Health Initiative.

# Bronze



The Reducing Vesicant Drug Extravasations Team from Heritage Valley Health System accepting their \$10,000 award from The Fine Foundation, the Jewish Healthcare Foundation and Pittsburgh Regional Health Initiative.

## *Special Congratulations to the 2009 Fine Award Finalists*



AGH: Reducing Door 2 Balloon Time



AGH: Eliminating VAPs in a Trauma ICU



CHARLES MORRIS NURSING & REHAB:  
Transforming the Work Environment



EAST LIBERTY FAMILY HEALTH CARE CENTER:  
Immunization Improvement Process



KANE REGIONAL CENTER - Glen Hazel:  
Hand washing Initiative



MONONGAHELA VALLEY HOSPITAL:  
Falls Prevention



ST. CLAIR HOSPITAL: Reducing Door 2 Balloon Time



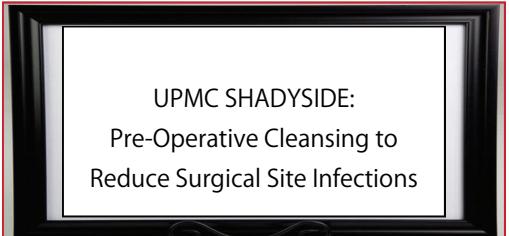
UPMC: Anticoagulation Task Force



UPMC PASSAVANT: Reducing Surgical Site Infections



UPMC PRESBYTERIAN/MONTEFIORE:  
Reducing Risk w/Inter-Hospital Transport



UPMC SHADYSIDE:  
Pre-Operative Cleansing to Reduce Surgical Site Infections

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(l to r) Alan Guttman, Chair, PRHI Board of Directors; Karen Wolk Feinstein, President and Chief Executive Officer, Jewish Healthcare Foundation and PRHI; Sheila Fine, The Fine Foundation; Milton Fine, Chairman and President, The Fine Foundation; Patricia Siger, Chair, Jewish Healthcare Foundation Board of Trustees.





Teachable Moments: Videos that bring to life the work of the Gold, Silver and Bronze award winners, posted at [http://www.prhi.org/ppc\\_2009\\_fine.php](http://www.prhi.org/ppc_2009_fine.php)

Wednesday, November 18, 2009, 3:26pm

## St. Clair, UPMC St. Margaret, Heritage Valley get Fine Awards

by [Kris B. Mamula](#)

St. Clair and UPMC St. Margaret hospitals and Heritage Valley Health System were recognized Tuesday with Fine Awards for innovative efforts in improving the quality of medical care. "Breakthroughs are happening every day on the front lines of patient care," Milton Fine, president and CEO of The Fine Foundation, said in a prepared release. "These awards shine the spotlight on those often overlooked achievements and highlight the dramatic improvements our region is making to the health care system." A national committee chose this year's three top winners out of nearly 40 applications, which were submitted last June.

The Gold Award went to a team at Mount Lebanon-based St. Clair for improving patient flow in the emergency department. Previously, patients waited an average 47 minutes before they entered a treatment room; now it's 17 minutes. At the same time, patient satisfaction scores have risen 10 points and there were fewer cases of patients leaving the hospital before being seen. Team members will share a \$25,000 award and the hospital received \$5,000.

UPMC St. Margaret in Aspinwall, east of Pittsburgh, received the Silver Award for reducing readmissions for patients suffering from a group of lung problems, which cause difficulty breathing. The team reduced the readmission rate by 16 percent and the team will receive \$15,000. The Bronze Award went to a team from Beaver-based Heritage Valley Health System for reducing complications from intravenous drug infusions. The team's goal was to reduce complications by 50 percent, but instead achieved an 84 percent reduction along with an annual cost savings of approximately \$41,000. Team members will share a \$10,000 award. Sponsoring the awards with The Fine Foundation was the Jewish Healthcare Foundation.

**post-gazette NOW**  
Pittsburgh Post-Gazette Business briefs: 11/18/09

### 3 local hospitals receive Fine honors

St. Clair Hospital in Mt. Lebanon took top honors at the Fine Awards for Teamwork Excellence in Healthcare last night. The awards, sponsored by The Fine Foundation and the Jewish Healthcare Foundation, presented St. Clair with the gold award for its initiative to improve patient flow in its emergency department. The silver award went to UPMC St. Margaret for reducing readmissions for patients with chronic obstructive pulmonary disease, and the bronze award went to Heritage Valley Health System for improving intravenous drug procedures.

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# PITTSBURGH TRIBUNE-REVIEW

By [Bill Zlatos](#)

Wednesday, November 18, 2009

## St. Clair takes 1st place in hospital care-team awards

St. Clair Hospital won first place Tuesday in the annual Fine Awards for cutting the average wait of patients in the emergency room by a half hour during the past year.

The Fine Awards, sponsored by The Fine Foundation, Downtown, recognize health care teams that have made breakthroughs in patient safety and quality care.

St. Clair in Mt. Lebanon received the Gold Award for redesigning the way it cares for patients in the emergency room — reducing the wait from the time patients walk into the door until they are assigned to a room from 47 to 17 minutes.

Dr. Christopher DeLuca, chairman of the Department of Emergency Medicine, said the hospital streamlined the process when someone arrives seeking treatment. Instead of remaining in the waiting room for registration and other preliminaries, the patient is taken to one of the 46 exam rooms and met by a treatment nurse who takes the necessary information including insurance, reason for being there and medical history, DeLuca said.

St. Clair's 10-member emergency medical team will share \$25,000 and the hospital will get \$5,000. DeLuca said the team and hospital have donated the award to the employee assistance fund, which helps workers during times of personal need because of illness or other serious occurrence.

"Care can be compromised when the emergency room is backed up," said Karen Wolk Feinstein, president of the Jewish Healthcare Foundation of Pittsburgh. "When you can do something to dramatically improve the emergency room, you've done a lot to making health care safer and more efficient."

UPMC St. Margaret near Aspinwall won the Silver Award for reducing the rate of patients who are readmitted within 30 days for chronic obstructive pulmonary disease. The team cut the readmission rate by 16 percent by improving patient education and hiring a community outreach manager. UPMC St. Margaret's team will split a \$15,000 prize.

The Bronze Award went to Heritage Valley Health System, which has hospitals in Beaver and Sewickley, for reducing the leaking of certain drugs out of a vein and into the surrounding tissue. Such a leakage can damage not only the tissue but also the muscles, tendons and even the bone. The team addressed the problem by developing a computer program that reduces the wait for patients to see an IV therapist about their treatment. The hospital cut the wait from more than four days to one day. Heritage Valley's team shared \$10,000.