

## Report to the Board of Trustees on the Quality Programs Within the University of Illinois Hospital and Health Sciences System

This document provides a summary to the Board of Trustees of progress concerning the Quality Programs within the Hospital, as required by The Joint Commission.

The Quality Improvement Program is part of a management system that provides data based on operations from which continuous process improvement can be measured. There are 23 Departments and 20 Clinical Services in the Hospital and Clinics that participate.

Our top three priorities have been patient satisfaction, patient access, and the quality core clinical measures. Goals for these three measures were collaboratively established as expectations across the 43 departments. Improvements in these three goals ranged from 50% to 91% in the participating departments over the last year. The Hospital's internal patient satisfaction surveys have consistently reflected 90% satisfaction. However, compared to peer group academic medical centers, further improvement is needed. The Hospital has partnered with Press-Ganey, a nationally recognized organization in health care performance improvement, to develop and implement a long term strategy to continuously improve the patient experience.

We have established three goals for the next year: mandated use of strategically driven dashboard reports, use of the assessments of employee engagement with the organization to develop performance evaluation tools, and expanded engagement of leadership in improving the patient experience.

The evaluation from Press-Ganey thus far has presented several improvement opportunities, including:

- Reduction of inter and intra department performance variation.
- Provision of advanced training for hospital leaders to promote "best practices."
- Realignment of processes to maximize a positive patient experience.

Focus is needed to recognize and reward improvement in patient satisfaction with attention paid to processes that improve the patient experience. Staff will be considered for team and individual rewards, recognition in annual performance evaluations and other opportunities identified through team-based action plans will be provided.