



Healthcare Association
of New York State

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HANYS Presents 2010 Pinnacle Award for Quality and Patient Safety

HANYS Honors Beth Israel Medical Center, Catholic Health Services of Long Island, Clifton Springs Hospital and Clinic, and Mountainside Residential Care Center

ALBANY, N.Y. — The Healthcare Association of New York State (HANY) presented its highest award recognizing quality improvement and patient to four health care provider institutions: Beth Israel Medical Center, Catholic Health Services of Long Island, Clifton Springs Hospital and Clinic, and Mountainside Residential Care Center.

HANY presented the prestigious 2010 Pinnacle Award for Quality and Patient Safety in the Multi-Entity Category to **Catholic Health Services of Long Island** for its “Improving Patient Safety in Obstetrics Using Crew Resources Management” initiative. After researching various approaches to reduce obstetrical adverse events, a special task force selected the Crew Resource Management model used in the aviation industry. Clinicians were trained, and principles around communication, team structure, situation monitoring, mutual support, and team behavior were adopted. Emergency drills were also conducted to sharpen critical incident awareness and response. After 18 months, Catholic Health Services of Long Island saw significant improvements in reducing obstetrical adverse events.

The winner in the Large Hospital Category is **Beth Israel Medical Center** in New York City for its “Prevent Catheter-Associated Urinary Tract Infections” initiative. Beth Israel started its catheter-associated urinary tract infection risk assessment in its intensive care units (ICUs), forming multidisciplinary teams to pilot change practices. After initial success, the initiative expanded to the entire hospital, where it continues to achieve significant reductions in urinary tract infections.

The Small Hospital Category winner is **Clifton Springs Hospital and Clinic** for “Simple Steps Drive Success: How Quality Principles Guided Change.” To provide a more comprehensive care approach to caring for diabetes and chronic wound patients, Clifton Springs Hospital and Clinic centralized its wound care services. A multidisciplinary team implemented operational and clinical improvement activities focused on using lean management methods, communication systems, clinical practice guidelines, and the most advanced wound care therapies and techniques available. Patients, families, therapists, and the primary care providers all participated in the planned care and communication. The initiative’s clinical outcomes exceeded national benchmarks.

The 2010 Pinnacle Award winner in the Specialty Division Category is **Mountainside Residential Care Center** for its “Medication Administration Compliance Initiative.” Mountainside Residential Care Center, part of the HealthAlliance of the Hudson Valley, re-designed its nursing care and medication system, capitalizing on the opportunities presented by the implementation of an electronic medication administration system to identify and improve patient safety, medication compliance, and operations. They tested the ideas, included the residents’ feedback obtained through the resident council, and provided additional staff for pilots, training, and support. Mountainside improved performance, including re-adjusting medication delivery times, while considering resident preferences, interactions, and other pharmaceutical recommendations. These changes yielded tremendous efficiency, enabling the facility to restructure the medication nurse staff and reallocate resources into other care programs.

“HANYS congratulates the award winners for their outstanding achievements in enhancing care for patients,” said HANYS’ President Daniel Sisto. “These programs are just a few of the many innovative health care provider initiatives across the state that collectively represent providers’ unwavering commitment providers have to improving health care quality.”

The awards were announced Wednesday, June 23, at HANYS’ 42nd Annual Membership Conference.

Photos of the award presentation are available at http://www.hanys.org/annual_meeting/2010

HANYS, the only statewide hospital and continuing care association in New York State, represents more than 550 non-profit and public hospitals, nursing homes, home care agencies, and other health care organizations.