



Each year IPRO recognizes outstanding performance by healthcare providers and stakeholders throughout New York State with our Quality Awards Program.

We salute the 2011 Honorees.



Improving Healthcare for the Common Good®

Centers for Medicare & Medicaid Services

Patient Safety Initiative

IPRO collaborates with hospitals and nursing homes to support patient safety and improve clinical processes related to surgical care, pressure ulcer prevention and infection control.

Hospitals

Reducing the incidence and transmission rate of MRSA

According to a 2007 article in JAMA, methicillin-resistant *Staphylococcus aureus* (MRSA) causes approximately 94,000 serious infections and 19,000 deaths in the US each year. Of these, 86% are healthcare associated and 14% are community associated.

Patients in healthcare facilities who have compromised immune systems are at a higher risk of acquiring MRSA-related infections.

Clifton Springs Hospital & Clinic Clifton Springs, NY

In recognition of...

Organization-wide commitment to quality improvement and patient safety, resulting in a 100% decrease in the incidence of MRSA infection and a 60% reduction in the transmission of MRSA infection.

Huntington Hospital North Shore-LIJ Health System Huntington, NY

In recognition of...

Organization-wide commitment to innovative strategies aimed at engaging patients and staff, resulting in a 100% decrease in the incidence and a 70% decrease in the rate of transmission of MRSA in the hospital's intensive care unit; the most improved performance of all hospitals in New York State participating in the MRSA Project.

St. Luke's-Roosevelt Hospital Center New York, NY

In recognition of...

Consistent commitment to the MRSA Project, as demonstrated by their leadership role in sharing best practices, and in serving as a mentor to other hospitals in the project.

Reducing surgical complications

Surgical site infections account for one out of every seven infections acquired in a hospital. Certain care processes, including how antibiotics are delivered, whether the surgery site is shaved, the temperature of a patient after surgery, and proper control of the blood sugar can significantly reduce the incidence of infection.



Kingsbrook Jewish Medical Center

Brooklyn, NY

In recognition of...

The strong and sustained commitment, transparency and responsiveness of the hospital's multi-disciplinary team, which resulted in Kingsbrook surpassing state and national Surgical Care Improvement Project performance goals.

Nursing Homes

Eliminating the use of physical restraints

Physical restraints used on a daily basis can cause a number of adverse medical outcomes such as decreased mobility, impaired circulation, incontinence, pressure ulcers, bruises, confusion and loss of dignity. Contrary to popular belief, restraints do not prevent falls and often contribute to injuries and death.

Marquis Care Center

Glen Cove, NY

In recognition of...

The interdisciplinary team which assessed restraint-use protocols, and worked diligently to initiate restraint-reduction trials, update care plans, and restructure existing policies and procedures. These efforts resulted in a 100% improvement in the physical restraint quality measure rate, and a 100% restraint-free facility.



Drug Safety

Improving the overall quality of warfarin management

Despite its widespread use, warfarin has been associated with serious and life-threatening bleeding events and harmful drug interactions, particularly when co-prescribed with antibiotics.

Omnicare Pharmacy

Malta, NY

In recognition of...

Exemplary performance in improving the monitoring and safety of warfarin for residents of five long-term care facilities, resulting in a 70+% increase in the rate of timely International Normalized Ratio monitoring of patients who have been prescribed potentially interacting antibiotics.



Preventive Services Initiative

Improving preventive care through the use of electronic health records

Medicare now covers more preventive services than ever, but few patients are taking full advantage of these benefits and many are unaware of the health risks that could be detected through preventive care testing. Primary care physician practices have the ability to use their electronic health record systems to help increase use of preventive services, by improving data entry processes, integrating clinical reminders and alerts, redesigning workflow, and using clinical reports.



Farmington Family Practice

Canandaigua, NY

In recognition of...

Consistent commitment to improving care for Medicare beneficiaries, using the clinically meaningful features of their electronic health record system to measure and improve performance on four preventive service measures. These efforts resulted in their attaining the highest level of improvement of all the practices in the Prevention Project.

Care Transitions Initiative

Reducing the rate of avoidable readmissions

Nationally, almost 20% of Medicare beneficiaries are readmitted to the hospital within 30 days of discharge. It is estimated that up to 76% of these re-hospitalizations may be preventable.

Improving transitions of care, as patients move between healthcare settings or return home, has been identified as essential in reducing re-hospitalizations.

Glens Falls Hospital

Glens Falls, NY

In recognition of...

Organization-wide commitment to quality, strong community partnerships and willingness to share best practices targeting improved transitions of care for patients and caregivers. Their efforts resulted in a 10% reduction in the all-cause Medicare 30-day readmission rate and an 18% decrease in the 30-day readmission rate for heart failure patients—the highest level of relative improvement for these two patient populations among all hospitals in the New York State Care Transitions Initiative target community.

Van Rensselaer Manor

Troy, NY

In recognition of...

Organization-wide commitment to quality, strong community partnerships and willingness to share best practices targeting improved transitions of care for residents and families. Their efforts resulted in the largest absolute reduction in the number of Medicare readmissions of all skilled nursing facilities in the New York State Care Transitions Initiative target community.

Warren County Health Services Certified Home Health Agency

Lake George, NY

In recognition of...

Organization-wide commitment to quality, strong community partnerships and willingness to share best practices targeting improved transitions of care for patients and caregivers. Their efforts resulted in a 50% reduction in the 30-day readmission rate for heart failure patients, demonstrating the highest level of relative improvement of all of the home health providers in the New York State Care Transitions Initiative target community.

Chronic Kidney Disease (CKD) Initiative

Promoting the early detection of CKD; improving care for patients with CKD

CKD is the ninth leading killer in the US, affecting 11% of the US population over age 65. By encouraging early identification and treatment of CKD, healthcare providers can minimize or prevent the progression of the disease.

Richmond University Medical Center

Staten Island, NY

In recognition of...

Organization-wide commitment to promoting the early detection of CKD and improving care for patients with the disease leading to dramatic improvements in the: prescribing of ACE/ARBs (from 32% to 100%); rate of microalbumin testing of patients with diabetes (from 80% to 86%); and rate of arteriovenous-fistula access referrals (from 50% to 100%).

Patient-Centered Care Initiative

Improving the quality of care delivered to Medicare beneficiaries

Patient-centered care focuses on required QIO case review activities, interventions to promote responsiveness to beneficiary and family needs and use of information gathered from individual experiences to improve the entire system of healthcare.

Elmhurst Hospital Center

Queens, NY

In recognition of...

Organization-wide commitment to patient-centered care and quality improvement as demonstrated by the collaboration between the nursing staff in the medical-surgical division and the information technology team in the use of health information technology to optimize patient care.

White Oaks Nursing Home

Woodbury, NY

In recognition of...

Organization-wide commitment to patient-centered care and quality improvement as demonstrated by the collaboration between the nursing staff and admissions department to optimize the admitting process.

New York State Department of Health Office of Health Insurance Programs

Medical Home Quality Improvement Project

Promoting quality and efficiency of care using the patient-centered medical home model and electronic prescribing

By creating a partnership between patients and their primary-care physicians, the medical home ensures that care is accessible, continuous, comprehensive, patient/family-centered, coordinated, compassionate, and culturally effective.



Vasantha Kondamudi, MD

The Brooklyn Hospital Center's Family Medicine Center

Brooklyn, NY

In recognition of ...

Dr. Kondamudi's dedication to quality improvement and strong leadership in transforming the Family Medicine Center of Brooklyn Hospital—as well as three satellite clinic sites—into NCQA-recognized Patient-Centered Medical Home. Dr. Kondamudi supervised the outpatient department's adoption of electronic prescription writing. The complete conversion from a paper-based system took place in one month's time.



For more information on any of the initiatives described in this brochure, please visit www.ipro.org, or contact:

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