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Five Academic Medical Centers Receive 2009 UHC Quality Leadership Award

Methodist Hospital—A Clarian Health Partner, Indianapolis

Rush University Medical Center, Chicago

University Hospitals Case Medical Center, Cleveland

University Medical Center, Tucson

The University of Kansas Hospital Authority, Kansas City

Oak Brook, Ill (October 1, 2009)—The University HealthSystem Consortium (UHC) today recognized 5 of its full academic medical center* (AMC) members with the UHC 2009 Quality Leadership Award. The award is given to AMCs that demonstrate excellence in delivering high-quality care, as measured by the UHC Quality and Accountability Study conducted annually since 2005.

This year, 93 UHC member institutions were ranked. This distinctive study was designed to help AMCs identify structures and processes associated with high performance in quality and safety across a broad spectrum of patient care activity.

“National recognition is well deserved for these organizations that have distinguished themselves as high-performing organizations in a complex environment. I salute the top performers and
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extend congratulations to all AMC leaders and employees who daily demonstrate a passion for improving patient care and operational effectiveness,” said UHC President and Chief Executive Officer Irene M. Thompson.

The Institute of Medicine’s 6 domains of care—safety, timeliness, effectiveness, efficiency, equity, and patient centeredness—serve as a guide in structuring the study. UHC examined data provided by member hospitals through its comparative Clinical, Operational, and Core Measures Data Bases and reviewed additional source data from the publicly reported Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey.

“As an organization, UHC is committed to improving members’ performance. Through this study, we are able to determine what structures and practices are associated with excellent performance across an AMC,” said Mark Keroack, MD, MPH, chief medical officer and vice president of the UHC Clinical Practice Advancement Center. Dr. Keroack, with others at UHC, developed the study approach and has conducted several organizational development workshops for UHC members across the country.

He is the lead author of “[Organizational Factors Associated With High Performance in Quality and Safety in Academic Medical Centers](#),” published in the December 2007 issue of *Academic Medicine*. The critical success factors first identified in that study are a shared sense of purpose throughout the organization, leadership style, an accountability system, a focus on results, and a collaborative culture.

Engraved crystal awards will be presented today to award winners by Ms. Thompson at the ninth annual UHC Quality and Safety Fall Forum in Atlanta, Ga.

This year’s forum will have representation from more than 90 UHC member institutions.

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“This is an astounding accomplishment in a year when economic conditions have curtailed travel budgets for many. It is a true testimony to the value of this unique meeting,” said Julie Cerese, MSN, vice president of quality at UHC.

Among this year’s presenters are Fred Sanfilippo, MD, PhD, executive vice president for health affairs, Emory University; Amy Helwig, MD, MS, medical officer, Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality; and Atul Grover, MD, PhD, chief advocacy officer, Association of American Medical Colleges. These leaders will discuss how AMC board members, clinical and operational leaders, regulators, and direct patient care providers underscore this year’s forum theme, “Together We Stand, Collaborating We Excel: Partnering to Target Common Goals.”

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*A full, integrated AMC is defined by UHC as one under common ownership with a medical school or having the majority of the medical school department chairs either serve as the hospital’s chiefs of service or be responsible for appointing the hospital’s chiefs of service.

UHC is based in Oak Brook, Ill, a Chicago suburb, and has 103 AMCs and 219 of their affiliated hospitals as members, representing more than 90% of the nation’s nonprofit AMCs. UHC provides data products and services to members to support clinical, operational, financial, and supply chain improvement. UHC’s Patient Safety Net® serves as the patient safety system for UHC’s Patient Safety Organization, one of the first 10 named by the Agency for Healthcare Research and Quality in 2008.