

# 2009 NQF National Quality Healthcare Award Celebration

HONORING

## *Memorial Hermann Healthcare System*

*May 19, 2009*

The Homer Building  
Washington, DC



**NQF**

NATIONAL QUALITY FORUM

[www.qualityforum.org](http://www.qualityforum.org)

The 2009 NQF National Quality Healthcare Award is presented in partnership with *Modern Healthcare* and Studer Group.

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# *Congratulations*

## MEMORIAL HERMANN HEALTHCARE SYSTEM

Winner of the 2009 NQF National Quality Healthcare Award

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Congratulations to  
**Memorial Hermann Healthcare System**

for their dedication and commitment to  
innovative, exemplary healthcare that  
drives improvement and  
advances the goal of quality healthcare

MEMORIAL  
HERMANN

Breakthroughs every day

2009 NQF National Quality Healthcare  
Award Winner

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# NQF

NATIONAL QUALITY FORUM

**THE NATIONAL QUALITY FORUM** is a multi-stakeholder organization dedicated to improving the quality of healthcare by setting national priorities and goals and endorsing consensus standards for performance improvement.

That is why I am so proud to have an opportunity each year to present the NQF National Quality Healthcare Award, the first award of its kind to recognize outstanding quality-driven healthcare organizations. Tonight marks the 16th time this award is given to an institution that has gone the extra mile in focusing on measurement, enabling a culture of transparency, and raising the bar of health system performance to achieve consistently high levels of safe, effective, patient-centered, timely, and efficient care for all the patients they serve.

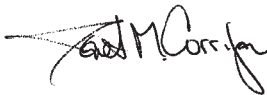
In a competitive group of applicants Memorial Hermann stood out as the leader in its commitment to quality in healthcare. We always hope that award recipients will inspire innovation and improvement from others, both through their well-deserved recognition but also through their unrelenting commitment to quality. Memorial Hermann's commitment to improving quality, ensuring patient safety, and reducing disparities in its healthcare system is something worth emulating.

Memorial Hermann's  
commitment to improving  
quality, ensuring patient  
safety, and reducing  
disparities in its healthcare  
system is something  
worth emulating.

Americans deserve a healthcare system that is consistently reliable in providing high quality care — and that starts with measuring what is really important to patients, building infrastructure, using data to improve patient care, and ensuring ongoing accountability through public reporting.

The National Quality Forum is very grateful to the members of the Program Committee for orchestrating this magnificent celebration, both of Memorial Hermann Healthcare System's achievements and of the quality community's continuous earnest efforts at making real improvements in America's healthcare.

Thank you — each of you — for your continued support of the National Quality Forum. And congratulations to Memorial Hermann Healthcare System on winning this prestigious honor.



Janet M. Corrigan  
President & CEO  
National Quality Forum

# 2009 NQF National Quality Healthcare Award Celebration

## 2009 PROGRAM COMMITTEE

**Joel Allison** (CO-CHAIR)  
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**Dan Stultz**  
Texas Hospital Association

**John Tara**  
Pfizer

**Sue Widner**  
Abbot

## 2009 NQF AWARD CELEBRATION & DINNER PROGRAM

6:00 – 9:30 PM • Homer Building Atrium

6:00 PM

*Award Networking Reception*

7:00 PM

*Award Presentation*

*Welcome, Opening Remarks,  
and Introduction of Award Partners*

**Janet M. Corrigan**  
President & CEO, National Quality Forum

**Dave Burda**  
Editor, *Modern Healthcare*

**Quint Studer**  
President & CEO, Studer Group

*Acknowledgment of Jury & Award Presentation*

**Janet M. Corrigan**  
President & CEO, National Quality Forum

*Recipient Presentation*

**Gerald Bennett**  
Chairman, Memorial Hermann Healthcare System Board

**Edna Coutts**  
Registered Nurse, Memorial Hermann Sugar Land

**Robert Croyle**  
Chairman, Memorial Hermann Hospital System Board

**Jeffrey Katz**  
Chief Medical Officer, Memorial Hermann Texas Medical Center

**William Parks**  
Chief Medical Officer, Memorial Hermann The Woodlands

**Michael Shabot**  
Chief Medical Officer, Memorial Hermann Healthcare System

**Dan Wolterman**  
President & CEO, Memorial Hermann Healthcare System

*Concluding Remarks*

**Janet M. Corrigan**  
President & CEO, National Quality Forum

## NQF'S National Quality Healthcare Award

NQF's National Quality Healthcare Award recognizes a healthcare organization that is an exemplary model for:

- ♦ successful use of performance measurement to drive quality improvement and manage care for patients with chronic conditions across settings and over time;
- ♦ fostering a culture of transparency and accountability to patients and the local community; and
- ♦ raising the bar of health system performance to achieve safe, efficient, patient-centered, timely, efficient and equitable care for individual patients and populations.

This juried award is selected through a blinded review process using a uniform set of scoring criteria to evaluate the extent to which the applicant's approach is systematic, well-deployed, effective, innovative, sustainable and replicable. Applicants must demonstrate achievement in five areas: (1) setting priorities for performance improvement; (2) well-designed and deployed dashboard to measure and manage whole system performance; (3) use of performance measurement to drive improvements in patient care, particularly in those populations with chronic care needs; (4) commitment to publicly report data on clinical performance; and (5) consistently achieving high results on public reports of clinical quality. Each application is reviewed and scored independently by at least three jurors; top performers advance to the full jury for selection of the award recipient.

The National Quality Healthcare Award was created in 1993 as the first award of its kind to recognize outstanding quality-driven healthcare organizations. For 16 years, first through the National Committee for Quality Health Care and now through the National Quality Forum, the award has provided encouragement for improvements in quality through public recognition of organizations' accomplishments.

*NQF's National Quality Healthcare Award is presented in partnership with Modern Healthcare and Studer Group.*

**Modern Healthcare**

**StuderGroup**





# 2009 NQF National Quality Healthcare Award Celebration

## 2009 NQF NATIONAL QUALITY HEALTHCARE AWARD JURORS

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Baylor Health Care System

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Banner Children's Hospital

**Larry Boress**  
Midwest Business Group on Health

**Roki Chauhan**  
Premera Blue Cross

**Carolyn Clancy**  
Agency for Healthcare Research & Quality

**James Dwyer**  
Virtua Health

**Mitchell Dvorak**  
Consumers Advancing Patient Safety

**Susan Hawkins**  
Henry Ford Health System

**Ziad Haydar**  
Baylor Health Care System

**LuAnn Heinen**  
National Business Group on Health

**Sunil Sinha**  
Pfizer

## PRIOR AWARD RECIPIENTS

- 2008 **Baylor Health Care System**, Dallas, TX
- 2007 **HealthPartners**, Bloomington, MN
- 2006 **Brigham and Women's Hospital**, Boston, MA
- 2005 **Northwestern Memorial Hospital**, Chicago, IL
- 2004 **Trinity Health**, Novi, MI
- 2003 **Lehigh Valley Hospital and Health Network**, Allentown, PA
- 2002 **Carilion Health System**, Roanoke, VA
- 2001 **Catholic Health Initiatives**, Denver, CO
- 2000 **Munson Medical Center**, Traverse City, MI
- 1999 **BJC Health System**, St. Louis, MO
- 1998 **University of Pennsylvania Health System**, Philadelphia, PA
- 1997 **St. Luke's Hospital**, Kansas City, MO  
*Special Recognition:*  
Shadyside Hospital, Pittsburgh, PA
- 1996 **Intermountain Healthcare**, Salt Lake City, UT  
*Special Recognition:*  
Ohio State University Medical Center, Columbus, OH  
St. Luke's Hospital, Kansas City, MO  
*Honorable Mention for Progress Targeted to Special Populations:*  
Independence Blue Cross, Philadelphia, PA  
Touchette Regional Hospital, Centreville, IL
- 1995 **Evanston Hospital Corporation**, Evanston, IL  
*Honorable Mention:*  
Our Lady of the Lake Regional Medical Center, Baton Rouge, LA
- 1994 **Henry Ford Health System**, Detroit, MI



OFFICIAL TRIBUTES TO  
MEMORIAL HERMANN HEALTHCARE SYSTEM



# THE STATE OF TEXAS

GOVERNOR

*To all to whom these presents shall come,  
Greetings: Know ye that this official recognition is  
presented to:*

## Memorial Hermann Healthcare System

*in honor of receiving the*

**National Quality Forum Healthcare Award**

2009

*Under the laws of the State of Texas, with all rights,  
privileges and emoluments appertaining to said office,  
I grant this official recognition. In testimony whereof,  
I have signed my name and caused the Seal of the State  
to be affixed at the City of Austin, this the 26<sup>th</sup> day of  
March A.D., 2009.*



*Rick Perry*  
Rick Perry  
Governor of Texas





**David Dewhurst**  
Lieutenant Governor of Texas  
President of the Senate  
March 18, 2009

The Capitol  
Austin, Texas 78711-2068  
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Dial 711 for Relay Calls

Mr. Daniel Woltermann  
Memorial Hermann

Dear Mr. Woltermann:

On behalf of a grateful state, it is my distinct privilege to congratulate you and the rest of Memorial Hermann as recipients of the 2009 National Quality Healthcare Award. Your efforts and services have raised the bar in terms of both patient care and overall system performance. Put more simply, Memorial Hermann has set the standard for Healthcare excellence in Texas.

I am incredibly honored to help acknowledge your remarkable achievement, both as your Lieutenant Governor and as a grateful fellow citizen. Texas is a stronger, safer, and more prosperous place today because of your contributions. As a grateful Houstonian, I say thank you. As an elected official who is immensely proud of your accomplishment, I say once again congratulations!

Sincerely,

A handwritten signature in black ink that reads "David Dewhurst".

David Dewhurst  
Lieutenant Governor

DD: scd



KAY BAILEY HUTCHISON  
UNITED STATES SENATOR

April 20, 2009

Dan Wolterman  
President and CEO  
Memorial Hermann Healthcare System  
7737 SW Freeway, Suite 200  
Houston, Texas 77074

Dear Dan:

I was pleased to hear Memorial Hermann has won the 2009 National Quality Healthcare Award. What an honor!

I commend Memorial Hermann for its proactive and exemplary response to the national call for quality improvement and accountability. You have raised the bar of health system performance to achieve safe, effective, patient-centered, timely, efficient and equitable care for individual patients and population.

I am pleased to join your many well wishers in acknowledging this award, and I wish you continuing success in your future endeavors.

With my best wishes,

Sincerely,

A handwritten signature in black ink that reads "Kay Bailey Hutchison".

Kay Bailey Hutchison

KBH/acm



**United States Senate**  
WASHINGTON, D.C. 20510

May 19, 2009

Memorial Hermann Healthcare System  
c/o Mr. Dan Wolterman  
7737 Southwest Freeway, Suite 200  
Houston, Texas 77074

Dear Friends:

I recently learned that Memorial Hermann Healthcare System received the National Quality Forum's National Quality Healthcare award.

This is an accomplishment of which you can be very proud. Your efforts continue to serve as an example for the State of Texas, and I encourage you to continue to pursue excellence in the years to come.

Sincerely,

  
JOHN CORNYN  
United States Senator



CONGRESSMAN GENE GREEN  
29TH DISTRICT OF TEXAS

*May 19, 2009*

*Dear Mr. Wolterman:*

*On behalf of the 29<sup>th</sup> Congressional District, we congratulate you and the Memorial Hermann Healthcare System on receiving the National Quality Forum's 2009 National Quality Healthcare Award.*

*We appreciate and admire the Memorial Hermann Healthcare System's continued dedication to providing excellent healthcare to the greater Houston community, and setting increasingly higher standards for healthcare system performance.*

*Thank you for all you do and best wishes for your continued success.*

*Sincerely,*

*Gene Green  
Member of Congress*

*GG:vc*

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March 23, 2009

Mr. Dan Wolterman  
CEO – Memorial Hermann Healthcare System  
7737 Southwest Frwy., Suite 200  
Houston, TX 77074

Dear Mr. Wolterman:

I am writing to congratulate the Memorial Hermann Healthcare System on winning the 2009 National Quality Healthcare Award. This prestigious award is a testament to the dedication and commitment of Memorial Hermann's administrative staff, medical staff, and volunteers to improving the quality of inpatient and outpatient care in the Houston area. The award specifically recognizes Memorial Hermann for:

- Successfully using performance measurement to drive quality improvement;
- Fostering a culture of transparency and accountability to patients and the local community; and
- Raising the bar of health system performance to achieve safe, effective, patient-centered, timely, efficient and equitable care for individual patients and populations.

I am honored to represent both Memorial Hermann - Texas Medical Center and Memorial Hermann Memorial City Medical Center in the United States Congress, and will do my best to ensure that you have the resources you need to continue elevating the quality of health care for our region.

Sincerely,

  
John Culberson  
Member of Congress

JC:te



2009

# 10th Annual National Policy Conference on Quality & Fall Membership Meeting



JOIN US IN WASHINGTON, DC for a variety of multistakeholder sessions addressing the changing landscape of healthcare, impact of the economic realities on healthcare reform efforts, and promising innovations in addressing the National Priorities and Goals. Additionally, we'll be honoring the 2009 John M. Eisenberg Patient Safety and Quality Award recipients and celebrating NQF's 10 years of accomplishments and continuing work to improve quality.




Gaylord National Resort  
& Convention Center  
Washington, DC

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SAVE THE  
DATE!

## NQF

NATIONAL QUALITY FORUM  
[www.qualityforum.org](http://www.qualityforum.org)



IN THEIR OWN WORDS:  
MEMORIAL HERMANN HEALTHCARE SYSTEM  
TELLS ITS STORY

# Memorial Hermann—Breakthroughs Every Day

At Memorial Hermann, quality and safety are core strategies that drive the healthcare system's ability to deliver on its promise to provide patients the best possible clinical outcomes and exceptional patient care. In order to consistently deliver such care, the employees and physicians associated with the Memorial Hermann hospitals and programs embrace a culture based on individual accountability and breakthrough innovation. This has led to a relentless focus on continuous improvement in quality and patient safety.

The largest not-for-profit healthcare system in Texas, Memorial Hermann serves the greater Houston community through 11 acute-care hospitals and many specialty programs and services. In addition to Memorial

Hermann-Texas Medical Center, a Level I trauma center and the primary teaching hospital for The University of Texas Medical School at Houston, the system operates eight suburban hospitals across the greater Houston area. Its facilities include three heart and vascular institutes, TIRR Memorial Hermann, a rehabilitation hospital, Children's Memorial Hermann Hospital, a sports medicine institute and the Mischer Neuroscience Institute. Other programs include comprehensive cancer centers, sports medicine and rehabilitation centers, outpatient imaging centers, surgery centers, a chemical dependency treatment center, a wellness center, a home health agency and a retirement community. Memorial Hermann operates the Life Flight® air ambulance program as well as the city's only burn treatment center.



“Being honored by the National Quality Forum is a tremendous validation of the efforts, commitment and dedication of our employees and medical staff physicians who are driving these quality improvements based on our culture of transparency and accountability,” says Dan Wolterman, Memorial Hermann president and CEO. “This recognition comes as a result of years of intensive effort to take quality and patient safety to a new level.”

In 2004, Memorial Hermann senior leadership recognized the need to implement a rigorous evaluation of the quality and safety of the services provided by its hospitals. A cultural transformation began, guided by a bold vision and a promise to create an environment that would produce the best possible clinical outcomes.

At Memorial Hermann, improving the safety and quality of healthcare is everyone's job. Caregivers, physicians, patients, administrators, board members, and community residents share a stake in the success of these efforts.

When case studies revealed opportunities to reduce disparities, a patient safety task force was convened to

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“As medical mistakes and human errors continue to exact large financial and human tolls across the country in the healthcare industry, we are learning from other high-risk industries and adapting best practices to reduce risk and increase the safety of the care we provide.”

—M. Michael Shabot, MD, Memorial Hermann Chief Medical Officer

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identify gaps between current processes and best practices and then formulate plans to resolve them. “As medical mistakes and human errors continue to exact large financial and human tolls across the country in the healthcare industry, we are learning from other high-risk industries and adapting best practices to reduce risk and increase the safety of the care we provide,” says Memorial Hermann Chief Medical Officer M. Michael Shabot, MD.

Fostering a culture that values safety and quality requires extensive training at all levels of the organization — from the board room to the operating room and everywhere in between. “All employees — business and clinical — receive patient safety training,” says Dr. Shabot. “Exceptional patient care has no room for ‘it’s not my job’ because any one of us can prevent a potential hazard if we believe it’s our job to do so.”

With that philosophy in mind, Memorial Hermann launched an internal education initiative called Breakthroughs in Patient Safety (BIPS). The program targets all clinical and non-clinical staff, physicians and leaders, and provides new safety-oriented ways to perform everyday tasks. BIPS encourages transparency and teaches employees to think critically, communicate openly and consider alternatives. The training empowers staff to ask critical questions, speak up and make decisions that enhance patient safety without fear of retribution.

## Achieving data-driven improvement of care

Targeting key areas for improvement, the Memorial Hermann team set out to achieve its goals. Online dashboards were created for tracking and communicating quality and safety performance. A real-time intranet electronic reporting tool called The Daily Flash Report was embedded on the computer screens of all managers,

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“By effectively prioritizing performance improvement goals and communicating them to consumers and stakeholders, we began resolving performance shortfalls and promoting transparency of our activities by sharing our demonstrated results on publicly reported performance measures — inside and outside our System.”

— M. Michael Shabot, MD, Memorial Hermann Chief Medical Officer

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directors and executives. It provides current and historical key quality and safety measures, including a Balanced Performance Scorecard, Core Measures, Hospital-Acquired Infections, Patient Safety Metrics and Infection Prevention Bundle Indicators.

These dashboards provide the means to track quality and patient safety performance across the system. Monthly operating reviews incorporate multiple dashboards and drill-down tables and graphs that serve as a self-assessment framework for the facilities, while guiding strategic action plans. The process also provides the mechanism for discussing performance as well as collaborating on solutions and benchmarking hospital performance against other Memorial Hermann hospitals. An employee recognition program called Partners in Excellence (PIE) tracks the system’s performance in key measures and offers an incentive when the business unit or hospital achieves the system’s strategic goals.

“By effectively prioritizing performance improvement goals and communicating them to consumers and stakeholders, we began resolving performance shortfalls and promoting transparency of our activities by sharing our demonstrated results on publicly reported performance measures — inside and outside our System,” adds Dr. Shabot.

## Memorial Hermann—Breakthroughs Every Day, *continued*

Memorial Hermann demonstrates its commitment to transparency by publishing its quality data on the Memorial Hermann public website, [memorialhermann.org](http://memorialhermann.org), and on the CMS Hospital Compare website.

### Collaborating for continued improvements

Of course, physicians play a critical role in the system's overall quality and patient safety improvement efforts. "As part of our physician strategy, we work with physicians to not only ensure that they are given the opportunity to be involved but that we work in a very collaborative way to improve patient care," says Memorial Hermann Physician-in-Chief Doug Ardoin, MD "Memorial Hermann invests in the latest diagnostic imaging systems, robotics, minimally invasive surgical techniques and electronic medical records

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"Being the recipient of the prestigious 2009 NQF National Quality Healthcare Award is wonderful recognition of the dedication of our employees and medical staff physicians. I'm proud of our breakthrough achievements and the impact they are having on the lives of our patients."

—Dan Wolterman, Memorial Hermann President and CEO

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systems that put a patient's entire medical record at a doctor's fingertips for more informed decision making."

Today, Memorial Hermann continues an aggressive campaign originally begun in 2002 to convert all patient records, care delivery systems and physician orders to an electronic health record (EHR). The permanent hospital

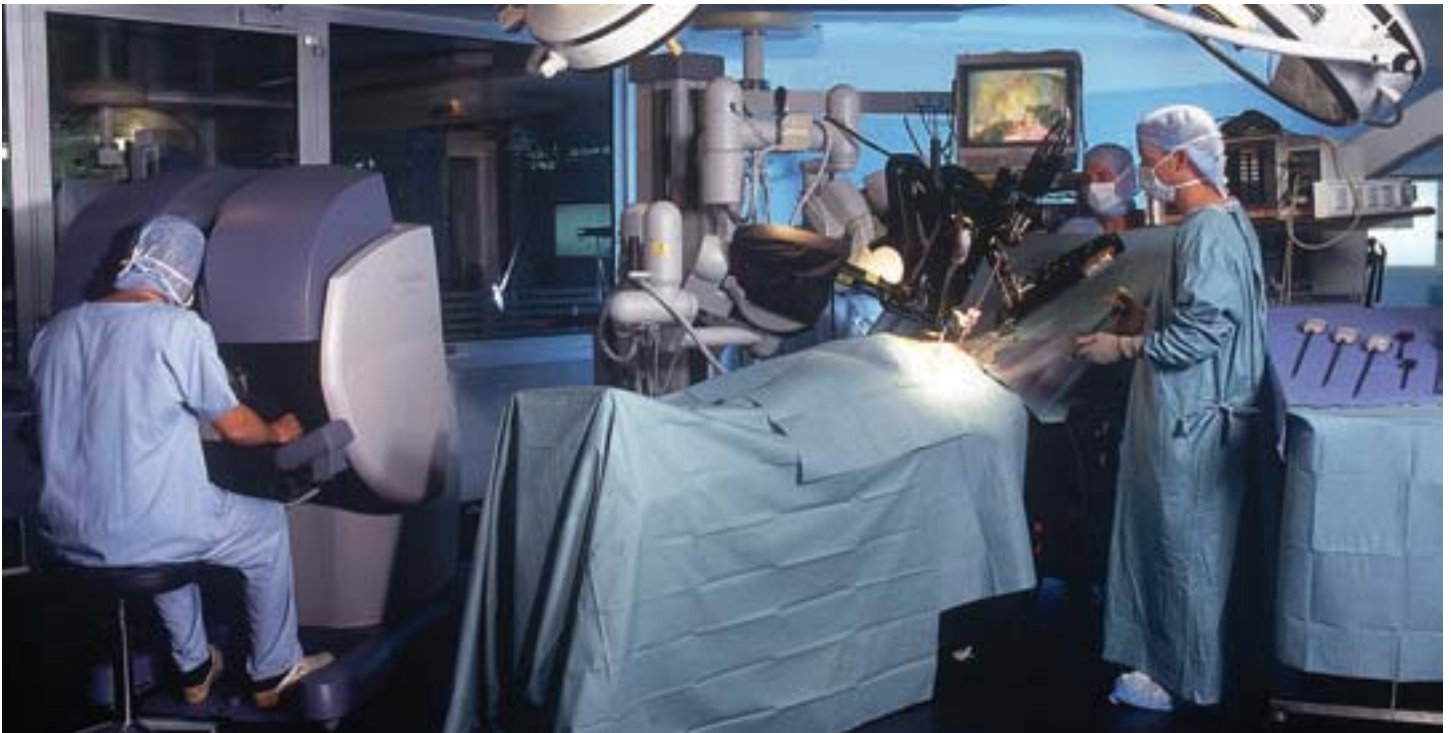




chart is already electronic. A Medical PowerPlan is a complex, interdisciplinary tool in the EHR that allows physician and nursing ordering, automated documentation and outcome surveillance to be aggregated in a single platform. The EHR also provides evidence-based information and alerting tools that furnish clinical care providers with the latest information on best practices. Electronic medical records help improve clinical care while patients are at the hospital and when they return home, allowing seamless transitions from inpatient to outpatient care.

## Making quality care more accessible

In addition to its patient safety efforts, Memorial Hermann is working to make quality care more accessible and convenient. Exemplifying this effort is the system's achievement of the nation's first complete citywide network of accredited Chest Pain Centers and the region's largest stroke care network. Linked to the research and clinical expertise of Mischer Neuroscience Institute at Memorial Hermann, our network of hospitals is sharing proven stroke protocols and using telemedicine to connect neurologists to collaborate on care decisions for stroke patients. Led by the system's Heart & Vascular Institutes, Memorial Hermann hospitals collaborate to provide coordinated care for cardiac emergencies — from emergency response and diagnosis to treatment and recovery. As a result, the system has been able to dramatically reduce door-to-balloon times for restoring blood flow, saving vital heart muscle.

As the largest not-for-profit healthcare provider in a region with the largest concentration of uninsured patients in the country, Memorial Hermann has introduced innovative programs designed to improve the health of these populations and expand access through a network of Neighborhood Health Centers, Health Centers for Schools, and Emergency Center Navigator programs.



Memorial Hermann is redefining healthcare and how it is delivered. “We’re implementing changes in our processes and services,” says Dr. Shabot. “We consider feedback from patient response surveys. We gather input from patients, caregivers and the community on new hospital designs. We use scorecards to measure our performance and our progress toward our goals. And we do it all in an atmosphere of transparency and individual accountability.”

“Being the recipient of the prestigious 2009 NQF National Quality Healthcare Award is wonderful recognition of the dedication of our employees and medical staff physicians,” adds Wolterman. “I’m proud of our breakthrough achievements and the impact they are having on the lives of our patients.”



SPENCER STUART  
RECOGNIZES GREAT LEADERS.  
IT'S OUR BUSINESS.

Spencer Stuart congratulates **Memorial Hermann Healthcare System** on receiving the 2009 National Quality Healthcare Award. We applaud **Daniel Wolterman**, president and chief executive officer, for his leadership and commitment to raising the bar for quality-driven healthcare and health system performance.

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WE APPLAUD OTHERS WHO DO THE SAME.**

In every discipline you'll find a certain few who stand out from the rest. Regardless of their field of endeavor, the attributes necessary to achieve excellence are the same – and include dedication, professionalism and a quest to be the very best.

Congratulations to Memorial Hermann Healthcare System on receiving the 2009 NQF National Quality Healthcare Award.

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## The measure of quality. The Memorial Hermann Healthcare System.

KPMG is proud to congratulate Memorial Hermann Healthcare System, recipient of the 2009 NQF National Quality Healthcare Award. Your vital signs look good.

AUDIT • TAX • ADVISORY

**KPMG**

## Congratulations to a hospital dedicated to patient care.

Baptist Memorial Health Care would like to congratulate Memorial Hermann Healthcare System for receiving the 2009 National Quality Healthcare Award. For more than a century Memorial Hermann has been a leader in community outreach in the Houston area. This award confirms that their commitment to innovation and exceptional patient care is second to none.

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Cardinal Health congratulates Memorial Hermann Healthcare System, recipient of the 2009 NQF National Quality Healthcare Award!

  
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MedAssets congratulates  
**Memorial Hermann Healthcare System**  
2009 recipient of the  
NQF National Quality Healthcare Award



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# EPSTEINBECKERGREEN

*Congratulates*

**Memorial Hermann Healthcare System**

*on receiving the*

**2009 National Quality Healthcare Award**

*and proudly supports*

**The National Quality Forum**

*on the occasion of the*

**2009 Leadership Colloquium and Award Celebration**

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we extend a congratulatory hand



to one of our top performers



*Congratulations to Memorial Hermann Healthcare System  
on their 2009 NQF National Quality Healthcare Award.*

VHA commends Memorial Hermann Healthcare System for their achievements in health care quality. Memorial Hermann has a remarkable history of being among the nation's health care pioneers.

Thirty years ago, Memorial Hermann leadership came together with like-minded health care leaders across the nation to form VHA Inc., in order to work together and lead the way for health care in the 21st century.

VHA proudly applauds Memorial Hermann on their prestigious award and we are honored to be their alliance of choice.



Connecting members.  
Delivering results.





American Hospital  
Association

**The American Hospital Association**  
Congratulates  
**Memorial Hermann Healthcare System**  
2009 Recipient of the  
**NQF National Quality Healthcare Award**

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working to improve health is one of them.



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Because health matters



## What if

20,000 people never stopped trying to  
take healthcare to the next level?

**New solutions are discovered when new questions are asked.**

At Memorial Hermann, we never stop asking *what if*. What if we could find ways to get patients the care they need sooner? What if we developed minimally invasive procedures that reduce the risk of complications so patients get well faster? A higher level of care is the result of a higher level of commitment. Our employees and affiliated physicians never stop searching for new ways to make patient care safer and better. We salute their dedication to advancing healthcare. They are how Memorial Hermann makes breakthroughs—every day.

**MEMORIAL  
HERMANN**  
Breakthroughs every day

TEXAS MEDICAL CENTER - KATY - MEMORIAL CITY - NORTHEAST - NORTHWEST - SOUTHEAST - SOUTHWEST - SUGAR LAND - THE WOODLANDS - CHILDREN'S - TIRR

## Sponsors

*NQF wishes to thank Modern Healthcare and Studer Group for their generous support of the 2009 NQF Quality Healthcare Award, a year-long program culminating in the award presentation.*

**Modern Healthcare** StuderGroup

*NQF also thanks the following 2009 Award Celebration Table Sponsors:*

### QUALITY ASSOCIATE

Cedars-Sinai

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Memorial Hermann Healthcare System

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### QUALITY FRIEND

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# NQF Membership

NQF is a unique organization — a national membership organization where your participation makes a DIRECT impact on the quality of healthcare in America.

Improving healthcare is a matter of critical importance to everyone, and it requires that we all work together. Healthcare leaders from every part of the industry are involved in NQF's work.

NQF members take part in a national dialogue that sets national priorities, endorses the measures we will use to assess healthcare quality, and report the findings to consumers, purchasers, providers, policymakers, industry representatives and others.

Why join NQF? NQF priorities, measures and actions guide national policy and impact all healthcare organizations. Take your seat at our table. Make your voice heard.

## BENEFITS OF MEMBERSHIP ALSO INCLUDE THE FOLLOWING:

### *A leadership role in setting and implementing national priorities in healthcare*

- ◆ NQF is taking a leadership role in setting the nation's priorities on healthcare. NQF members have an integral role to play in that process, and in working together to implement the priorities.

### *A voice in setting national standards for healthcare*

- ◆ Each member organization has the right to comment and vote on national voluntary consensus standards for healthcare.
- ◆ Each member organization has the opportunity to nominate experts of their choice for selection to critical taskforces and committees.

### *Opportunities to make connections with leaders in healthcare quality*

- ◆ Members collaborate with other healthcare and community leaders to develop national solutions to quality concerns.

- ◆ Members connect with leading researchers and cutting edge practitioners at the spring membership meeting.
- ◆ Members connect with the nation's policymakers and leading visionaries in healthcare quality at the fall policy meeting.
- ◆ Members have the opportunity to build strong relationships with peers in their industry through NQF's unique Member Council structure.

### *Access to the best thinking on healthcare quality*

- ◆ Members get regular, advance updates on NQF activities, including upcoming comment periods and votes.
- ◆ Members have access to a NQF calendar of votes and meetings.
- ◆ Members enjoy substantially reduced registration fees for NQF meetings.

If you aren't yet a member, visit our website — [www.qualityforum.org](http://www.qualityforum.org) or contact us for more information at [members@qualityforum.org](mailto:members@qualityforum.org). And thank you for joining us tonight to celebrate the achievements of Memorial Hermann Healthcare System.

**NQF**  
NATIONAL QUALITY FORUM  
[www.qualityforum.org](http://www.qualityforum.org)

CONGRATULATIONS  
TO THE  
MEMORIAL HERMANN  
HEALTHCARE SYSTEM,  
RECIPIENT OF  
THE 2009 NQF  
NATIONAL QUALITY  
HEALTHCARE AWARD



## About NQF:

The mission of the **NATIONAL QUALITY FORUM** is to improve the quality of American healthcare by setting national priorities and goals for performance improvement, endorsing national consensus standards for measuring and publicly reporting on performance, and promoting the attainment of national goals through education and outreach programs.

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