

# Making Health Care Better:

## Celebrating the 2019

### John M. Eisenberg Patient Safety and Quality Award Winners



Presented by  
The Joint Commission &  
The National Quality Forum

May 2020

The **2019 John M. Eisenberg Patient Safety and Quality Awards** recognize those who have made significant and long-lasting contributions to improving patient safety and health care quality. Established in 2002 by The Joint Commission and the National Quality Forum (NQF), this annual awards program is named after former Agency for Healthcare Research and Quality (AHRQ) Administrator John M. Eisenberg.



“The Eisenberg Awards are an annual reminder that we, as a nation, cannot take health care quality and safety for granted, and significant work remains to ensure that care is safe for every person. The Eisenberg Awards recipients inspire us by demonstrating leadership in action and reminding us the role we each can play in improving quality across the nation.”

**Shantanu Agrawal, MD, MPhil, president and  
chief executive officer, National Quality Forum**

# The winners of the 2019 Eisenberg Awards are:

**Gordon D. Schiff, MD** — Individual  
Achievement

**HCA Healthcare** — Innovation in Patient  
Safety and Quality at the National Level

**WellSpan Health** — Innovation in  
Patient Safety and Quality at the Local  
Level



“The Eisenberg Awards were created to honor Dr. Eisenberg’s enduring legacy. Moreover, by showcasing innovative and sustainable solutions to some of health care’s greatest challenges, these awards further the mission of improving patient safety and quality of care. Congratulations to Dr. Gordon D. Schiff, HCA Healthcare, and WellSpan Health for being the winners of the 2019 Eisenberg Awards. Their tireless efforts have led to significant and long-lasting improvements in health care.”

**David Baker, MD, MPH, FACP, executive vice president, Division of Health Care Quality Evaluation, The Joint Commission**



## Dr. Eisenberg's legacy

An impassioned advocate for health care quality improvement, John M. Eisenberg, MD, MBA, was a founding member of NQF's board of directors and the former AHRQ administrator (1997-2002). Dr. Eisenberg was a leader in health care quality, and he dedicated his life to ensuring care was based on a strong foundation of research and that it considered the patient's needs and perspectives.

---

"I believe his lasting impact goes far beyond his extraordinary body of work. I believe his real legacy is the colleagues who he mentored over the years and the impact those relationships have had as his former mentees become mentors themselves and pass on John's wisdom. His love of the challenge of improving care, efforts to ensure that no one is left behind, and joy in pursuing his passion were infectious. Seeing that passed on to others is his true enduring legacy."

**Gregg S. Meyer, MD, MSc, CPPS, Partners  
HealthCare, Eisenberg Award Panel Chair**



## **Gordon D. Schiff, MD**

Boston, Massachusetts



A pioneer in patient safety, Dr. Gordon Schiff is recognized for his relentless and passionate focus on diagnostic error — long before others in his field recognized its importance.

During Dr. Schiff's groundbreaking and innovative 40-year career, he has authored more than 250 articles and chapters, many of which are regarded as foundational works on medication safety, health informatics safety and diagnostic error. Dr. Schiff also helped conceive the "Diagnostic Error in Medicine" conference series and co-chaired the early international meetings.

Dr. Schiff was an invited expert and reviewer of the National Academy of Medicine Report, "Improving Diagnosis in Healthcare," and has been breaking new ground on communicating diagnostic uncertainty to patients — one of the report's recommendations.

For three decades, he led quality and safety projects at John H. Stroger, Jr. Hospital of Cook County — formerly known as Cook County Hospital — serving Chicago's uninsured and underserved. For the past decade, he has led innovative quality and safety improvement and research projects at the Brigham and Women's Hospital's Center for Patient Safety Research and Practice, as well as for Harvard Medical School's Center for Primary Care.

---

"It has been a special privilege for me to bring the learning, insights and experience I had at Cook County Hospital — serving Chicago's poorest and underserved patients — to Harvard. I realize this is the reverse of the usual academic construct. Yet, I learned so much from my patients, the dedicated staff and quality advocates at County about system errors, engagement, compassion, advocacy, humility, and personally connecting with our patients, that I felt I had a lifetime of knowledge and relationships to draw on. Likewise, coming to Boston to work for the past decade with many of my lifelong heroes in quality, safety and health reform has been a privilege for which I am grateful. We have much unfinished work in quality and safety, particularly in improving diagnosis, that I hope this award can spotlight and catalyze."

**Gordon D. Schiff, MD, 2019 Eisenberg Award winner for Individual Achievement**



## HCA Healthcare

Nashville, Tennessee

HCA Healthcare was selected as the winner at the National Level for its exceptional efforts and innovation in leveraging data in real-time for early detection and treatment of sepsis to reduce mortality.

Using data science to analyze sepsis development patterns across 164 HCA hospitals, Sepsis Prediction & Optimization of Therapy (SPOT) was developed — an algorithm and workflow for early sepsis detection and treatment. The algorithm continuously monitors data in patient electronic health records and sends alerts to hospital staff and care teams within minutes of signals indicating impending sepsis. This has provided HCA clinicians with computerized clinical decision support to which they can react at the first moment sepsis is signaled.

Leveraging data from millions of hospitalizations, HCA can now use SPOT to detect sepsis six hours earlier than traditional screenings. This is crucial, as mortality risk increases by 4-7% every hour of delayed diagnosis. With the addition of SPOT in 2018, there has been greater improvement overall in sepsis mortality — approximately 23% year over year compared to 2017.

SPOT is the world's largest continuously operating sepsis surveillance system.

---

“Being recognized by The Joint Commission and the National Quality Forum with the Eisenberg Award spotlights our commitment to using scale to improve health care and save lives. On the national stage, we hope such recognition highlights a need for national policy to support similar innovation. Much has been written about the burden of EHRs; our clinicians have told us that meaningful decision support, like detecting sepsis they might have missed, is the best reward for bearing that burden. So, we celebrate every colleague across our organization who has contributed to SPOT's success. In addition to our frontline caregivers, our patients are being supported by engineers, statisticians, programmers, data scientists and more — all of whom meaningfully contribute to saving lives, and some of whom have even had family members saved by SPOT. This award is a validation of our dedication to the mission of HCA Healthcare — above all else, we are committed to the care and improvement of human life.”

**Jonathan B. Perlin, MD, PhD, MSHA, MACP, FACMI, president and chief medical officer, HCA Healthcare**





## WellSpan Health

York, Pennsylvania

WellSpan Health was selected as the winner at the Local Level for its system-wide approach demonstrating an innovative combination of technology and trained medical staff to save lives and engage in early sepsis intervention.

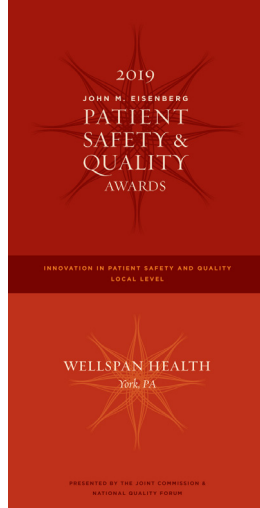
WellSpan Health implemented a remote registered nurse specialty-trained telemonitoring “bunker” as a more efficient and adaptable/replicable care model, providing real-time surveillance for early sepsis identification in patients in most inpatient settings, emergency departments, emergency department waiting rooms and holding areas. This care process model provides continued clinical support for early identification and treatment of sepsis and avoids alert distraction for clinical teams. Using standard work, digital tools and workflow redesign, clinical reliability and improved patient care outcomes have been realized.

Performance data shows that WellSpan Health achieved Top 10 percentiles in sepsis mortality performance at every hospital compared to peers nationally, as well as Top 1 percentile for the largest WellSpan Health hospital. Early identification and screening for possible sepsis patients improved from 67 minutes to 12 minutes. Most importantly, WellSpan Health estimates 227 patient lives were saved in the performance period from April 2018 to March 2019. To date, it has saved more than 350 lives.

---

“At WellSpan, we are reimagining health care for our patients and our community. We challenge our teams to innovate and think “what if” at every turn, so that we may deliver on our promise of improving health. Our work in sepsis is just one example of how our teams have dedicated themselves to finding a better way, and it’s a reminder of the power of our mission: Working as one to improve health through exceptional care for all, lifelong wellness and healthy communities.”

**Steven Delaveris, DO, vice president, Medicine Service Line, WellSpan Health**



2019  
JOHN M. EISENBERG  
PATIENT  
SAFETY &  
QUALITY  
AWARDS

## The 2019 Eisenberg Award Panel

Gregg S. Meyer, MD, MSc, Partners HealthCare — Chair

Marc Bennett, HealthInsight

Carolyn Clancy, MD, Department of Veterans Affairs

Mary Greal, Healthcare Leadership Council

Lisa Patton, PhD, IBM Watson Health

David M. Shahian, MD, Harvard Medical School

Andrew Wiesenthal, MD, SM, Deloitte Consulting, LLP

---



“Befitting of Dr. John Eisenberg’s legacy, these awards represent the highest recognition for important work in quality and safety. The awardees have all demonstrated an ability to tackle difficult issues and make a difference in the quality and safety of the care we deliver to our patients and community. Most importantly, it is my hope that these awards not only provide important and well-deserved recognition but also serve as inspiration for others working on quality and safety.”

**Gregg S. Meyer, MD, MSc, CPPS, Partners HealthCare, Eisenberg Award Panel Chair**





## **The Joint Commission**

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. The Joint Commission accredits and certifies more than 21,000 health care organizations and programs in the United States. An independent, nonprofit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. Learn more at [www.jointcommission.org](http://www.jointcommission.org).

---



## **National Quality Forum**

The National Quality Forum (NQF) works with members of the healthcare community to drive measurable health improvements together. NQF is a not-for-profit, membership-based organization that gives all healthcare stakeholders a voice in advancing quality measures and improvement strategies that lead to better outcomes and greater value. Learn more at [www.qualityforum.org](http://www.qualityforum.org).



## PREVIOUS RECIPIENTS

### 2018

Individual Achievement

**Brent C. James, MD**

Innovation in Patient Safety and Quality at the National Level

**The Society of Thoracic Surgeons**

Innovation in Patient Safety and Quality at the Local Level

**BJC HealthCare**

### 2017

Individual Achievement

**Thomas H. Gallagher, MD**

Innovation in Patient Safety and Quality - National

**Children's Hospitals' Solutions for Patient Safety**

Innovation in Patient Safety and Quality - Local

**LifePoint Health's National Quality Forum (Brentwood, TN)**

### 2016

Individual Achievement

**Carolyn M. Clancy, MD**

Innovation in Patient Safety and Quality - National

**I-PASS Study Group**

Innovation in Patient Safety and Quality - Local

**Christiana Care Health System (Newark, DE)**

### 2015

Individual Achievement

**Pascale Carayon, PhD**

Innovation in Patient Safety and Quality - National

**Premier, Inc.**

Innovation in Patient Safety and Quality - Local

**Mayo Clinic-Rochester**

### 2014

Individual Achievement

**Mark L. Graber, MD, FACP**

Innovation in Patient Safety and Quality - National

**American College of Surgeons**

Innovation in Patient Safety and Quality - Local

**Northshore-LIJ Health System**

### 2013

Individual Achievement

**Gail L. Warden**

Innovation in Patient Safety and Quality - National

**Institute for Clinical Systems Improvement**

**Minnesota Hospital Association**

**Stratis Health**

Innovation in Patient Safety and Quality - National

**Anthem Blue Cross**

**National Health Foundation**

**Hospital Association of Southern California**

**Hospital Association of San Diego & Imperial Counties**

**Hospital Council of Northern & Central California**

Innovation in Patient Safety and Quality - Local

**Vidant Health**

### 2012

Individual Achievement

**Saul N. Weingart, MD, PhD**

Innovation in Patient Safety and Quality - National

**Kaiser Permanente**

Innovation in Patient Safety and Quality - National

**Memorial Hermann Healthcare System**

### 2011

Individual Achievement

**Kenneth I. Shine, MD**

Honorary Lifetime Achievement

**Jerod M. Loeb, PhD**

Innovation in Patient Safety and Quality - Local

**Henry Ford Health System**

New York Presbyterian Hospital

**Innovation in Patient Safety and Quality - National**

**The Society of Hospital Medicine**

### 2010

Individual Achievement

**John H. Eichhorn, MD**

**James L. Reinertsen, MD**

Innovation in Patient Safety and Quality - Local

**The Children's Hospital at Providence**

**Newborn Intensive Care Unit, Anchorage, AK**

Innovation in Patient Safety and Quality - National

**Washington State Hospital Association, Seattle, Washington**

### 2009

Individual Achievement

**Gary S. Kaplan, MD, Virginia Mason Medical Center**

Research

**Tejal Gandhi, MD**

Individual Achievement - International

**Dr. Noreen Zafar, MD**

Innovation in Patient Safety and Quality - Local

**Mercy Hospital Anderson**

Innovation in Patient Safety and Quality - National

**Michigan Health & Hospital Association**

**Keystone Center for Patient Safety & Quality**

## PREVIOUS RECIPIENTS

### 2008

Individual Achievement

**Michael S. Cohen, RPh, MS, ScD**

Institute for Safe Medication Practices Research  
Research

**The RAND Corporation and University of California at Los Angeles School of Medicine**  
Innovation in Patient Safety and Quality at a National Level

**National Coordinating Council for Medication Error Reporting and Prevention**  
Innovation in Patient Safety and Quality at a Local Level

**Anthem Blue Cross and Blue Shield of Virginia**

**New York City Health and Hospitals Corporation**

Honorary Award for Individual Achievement  
**Dennis O'Leary, MD, president emeritus of The Joint Commission**

### 2007

Individual Achievement

**Flaura Koplin Winston, MD, PhD**

**Darrell A. Campbell, Jr., MD**

Research

**Eric J. Thomas, MD, MPH**

Innovation in Patient Safety and Quality at a Regional Level

**Beth Israel Deaconess Medical Center Harvard Medical School, Boston, MA**  
Innovation in Patient Safety and Quality at a Local Level

**Evanston Northwestern Healthcare, Evanston, IL**

### 2006

Individual Achievement

**Donald Berwick, MD, MPP, KBE**

Research

**Jerry H. Gurwitz, MD**

Innovation in Patient Safety and Quality at a Regional Level

**Minnesota Alliance for Patient Safety Pennsylvania Patient Safety Authority**  
Innovation in Patient Safety and Quality at the Local Level

**Wichita Citywide Heart Care Collaborative**

### 2005

Individual Achievement

**Audrey L. Nelson, PhD, RN**

Innovation in Patient Safety and Quality at a Regional Level

**Maryland Patient Safety Center**

Innovation in Patient Safety and Quality at an Organizational Level

**Meridian Health**

**Sentara Healthcare**

### 2004

Individual Achievement

**Lucian L. Leape, MD**

Research

**Peter J. Provonost, MD, PhD**

Innovation in Patient Safety and Quality at a National Level

**Major Danny Jaghab, MS, RD**

**Kaveh G. Sojanian, MD and Robert M.**

**Wachter, MD**

Innovation in Patient Safety and Quality at a Local Level

**University of Pittsburgh Medical Center, McKeesport, PA**

### 2003

Individual Achievement

**Jeffrey Cooper, PhD**

Advocacy

**The Leapfrog Group, Washington, DC**

**Lehigh Valley Hospital and Health Network, Allentown, PA**

System Innovation

**Abington Memorial Hospital, Abington, PA**

### 2002

Individual Achievement

**Julianne Morath, RN, MS**

Research

**David W. Bates, MD, MSc**

Advocacy

**Veterans Affairs Medical Center, Lexington, KY**

System Innovation

**Concord Hospital, Concord, NH**

**Veterans Affairs National Center for Patient Safety, Ann Arbor, MI**

