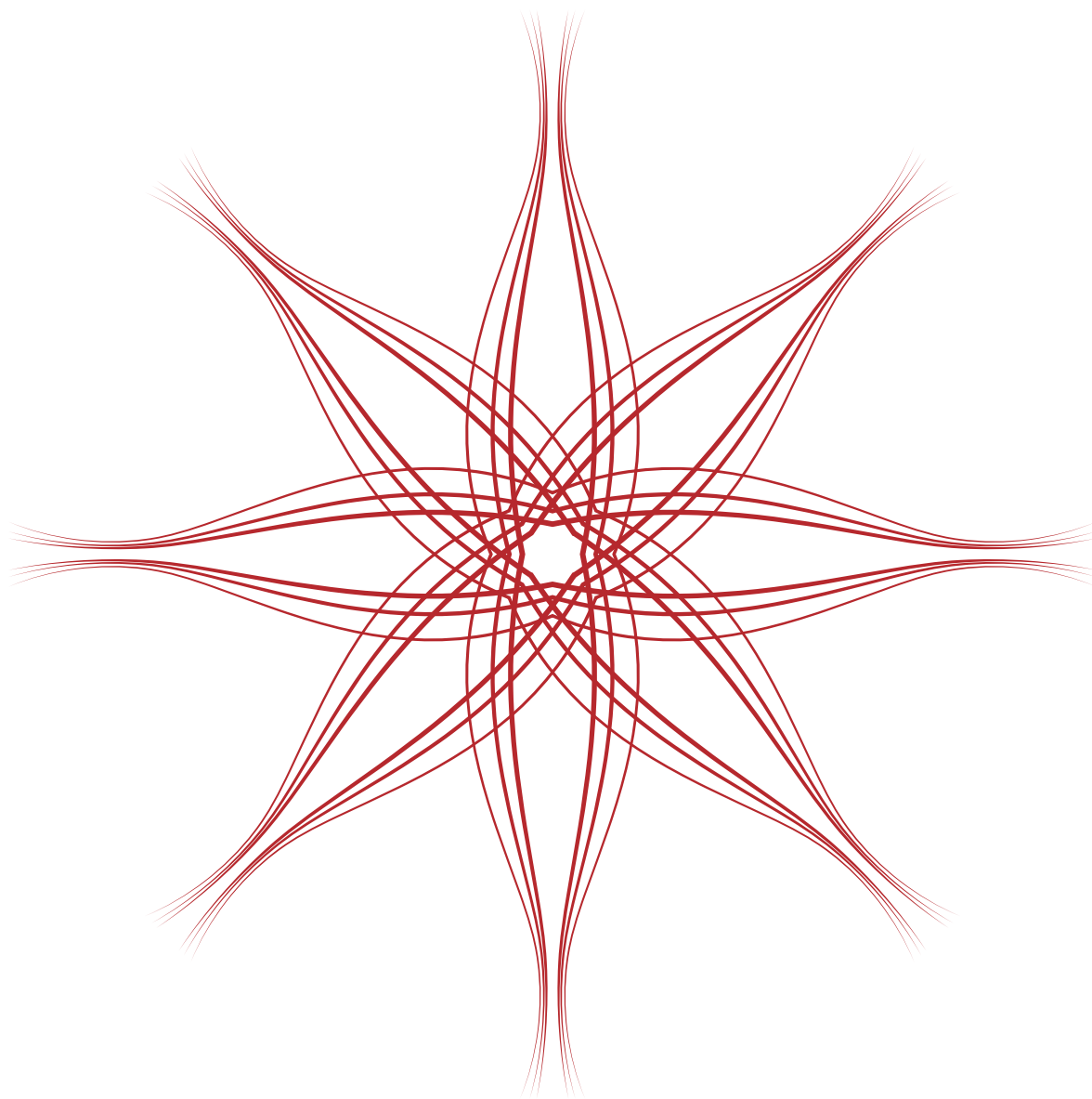


Celebrating the 2018 John M. Eisenberg Award Winners

PRESENTED BY THE JOINT COMMISSION &
THE NATIONAL QUALITY FORUM



March 25, 2019
Washington, D.C.

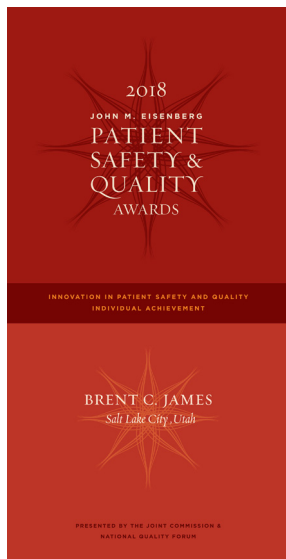
The 2018 John M. Eisenberg Patient Safety and Quality Awards recognize the achievement of those who have made significant and long-lasting contributions to improving patient safety and health care quality.

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.

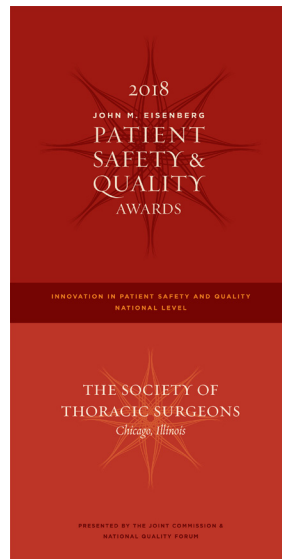


“The Eisenberg Awards are an annual reminder that we, as a nation, cannot take health care quality and safety for granted, and significant work remains to improve the care experienced by every person in communities across the country. John M. Eisenberg pioneered the foundations of health care quality: Medical errors and patient safety; health disparities; and, most importantly, a clinically driven, evidenced-based approach to improving quality and outcomes. His leadership changed the dialogue surrounding quality and safety to accepting it as a standard of care that is measurable and can be improved.”

*Dr. Shantanu Agrawal, president and chief executive officer,
National Quality Forum*



Brent C. James, MD —
Individual Achievement



The Society of Thoracic Surgeons — Innovation in Patient Safety and Quality at the National Level



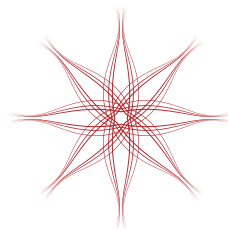
BJC HealthCare — Innovation in Patient Safety and Quality at the Local Level

“The John M. Eisenberg Patient Safety and Quality Awards were established in memory of a man who was not only an impassioned advocate for health care quality improvement but also who played an integral role in building the National Quality Forum into what it is today. These annual awards honor and further John’s enduring contributions and leadership to the health care field.

“Congratulations are in order for Dr. James, the Society of Thoracic Surgeons, and BJC HealthCare for being named the winners of the 2018 Eisenberg Award. This honor is reserved for individuals and organizations that have made the most significant and long-lasting improvements in patient safety and quality in health care. It is through their passionate and extraordinary work that we continue to see and make great strides toward improving health care for each and every patient.

“I also want to acknowledge the innovative and successful work of all those who submitted entries this year. Looking at their great work, we all saw many potential future recipients of the Eisenberg Award.”

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



“These awards reflect Dr. Eisenberg’s passion for making health care safe for every patient, every time, in every setting. They demonstrate that safe care should be the default.”

Dr. Carolyn Clancy, MD, Department of Veterans Affairs, 2018 Eisenberg Award Panel member, Recipient 2016 Eisenberg Award for Individual Achievement



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 highly respected leader in health care quality, dedicated to ensuring care was based on a strong foundation of research and also considered the patient's needs and perspectives.

“Dr. Eisenberg constantly saw where we fell short, and instead of retreating or simply documenting the problem, he tried to engage others in solving it. His response to ‘To Err is Human’ was emblematic of this approach. Instead of joining the chorus of those who discredited the findings or those who seemed set on simply complaining about our sorry state, John chose to try to think creatively of all the ways the private and public sector could work together to solve the problems that were surfaced. He also cared deeply about having real evidence — evidence for practice and evidence based management. For the latter, he was way ahead of his time.”

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



“Dr. Eisenberg understood that great leaders help to train the leaders of tomorrow, and that is exactly what he did — relentlessly. He also recognized that improving quality would mean that a new type of faculty member needed to be trained — one who could promote the scholarship of quality and safety.”

*Dr. David B. Nash, MD, MBA, Thomas Jefferson University, 2018
Eisenberg Award Panel member*



Brent C. James, MD, MStat

Salt Lake City, Utah

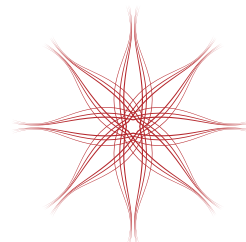
Dr. Brent C. James was selected as the 2018 Eisenberg Award winner for Individual Achievement for his passion as a global leader in bringing quality improvement science and methods to clinical care for more than three decades.

Recently retired from Intermountain Healthcare, where he served as its first chief quality officer, Dr. James trained a globally diverse group of more than 5,000 senior physician, nursing and administrative executives in quality improvement science and methodology with proven improvement results, as well as more than 50 “sister” training programs in more than 10 countries.

Dr. James’ is known for asserting that, “We count our success in lives saved and harms avoided,” and the legacy of his work extends to the thousands of individuals who have ventured to Salt Lake City, Utah, from across the U.S. and the globe to learn from him. Through his work, he has inspired an industry to think differently about what is possible with a roadmap on how to achieve that promise in documented lives saved and harm avoided.

Dr. James is currently a senior fellow at the Institute for Healthcare Improvement, as well as a senior advisor at both the Leavitt Group and at Health Catalyst. He also is a fellow of the American College of Physician Executives, as well as a member of the National Academy of Medicine.

He holds faculty appointments at Stanford University School of Medicine (clinical professor), Harvard School of Public Health (visiting lecturer), University of Utah David Eccles School of Business (adjunct professor) and the University of Utah School of Medicine (adjunct professor). He received his MD from the University of Utah.



“I first met Dr. John Eisenberg when he asked me to serve on the National Advisory Committee at the federal Agency for Healthcare Research and Quality (AHRQ). Over those years, he became a friend and a mentor. I regard him as one of the most brilliant minds in my generation of the healing professions — a true gentleman, a gifted teacher and a very effective leader.

“I count it a true honor to receive the award that bears his name — a lifetime achievement. I will cherish it, alongside his memory, as long as I live.”

*Dr. Brent C. James, MD, MStat,
2018 Eisenberg Award winner for
Individual Achievement*



The Society of Thoracic Surgeons

The Society of Thoracic Surgeons
Chicago, Illinois

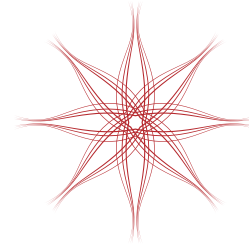
The Society of Thoracic Surgeons (STS) was selected as the 2018 Eisenberg Award winner for Innovation in Patient Safety and Quality at the National Level for its extraordinary efforts as a trailblazer and industry leader in sophisticated performance measurement and consumer-friendly public reporting.

For three decades, STS has been widely recognized for its leadership in health care quality and safety. The centerpiece of the STS quality program is the STS National Database, which was developed in 1989 and is considered by many to be the premier clinical data registry in health care. Essential features include: subspecialty registries for adult and pediatric cardiac surgery, mechanical circulatory support, and general thoracic surgery; clinician-designed, explicitly defined, standardized data elements; broad national penetration among providers; and exceptional data accuracy, verified by an external audit. Using these data, STS has developed risk models and NQF-endorsed composite performance measures for all its subspecialties and major procedures, results of which are used by providers to guide their improvement initiatives.

In 2010, in an effort to facilitate consumer choice, STS introduced an outcomes-centric, voluntary public reporting program that has achieved high participation rates.

The value of the STS quality program is demonstrated by longitudinal tracking, which documents sustained reductions in adverse outcomes and near universal adoption of desirable care processes. The STS quality program has introduced numerous interventions that have significantly advanced quality and safety in cardiothoracic surgery.

The STS Quality program team includes: David M. Shahian, MD, chairman, Society of Thoracic Surgeons Council on Quality, Research, and Patient Safety; Robert S. D. Higgins, MD, MSHA, president, The Society of Thoracic Surgeons; and Donna McDonald, MPH, RN, director of quality, The Society of Thoracic Surgeons.



“The STS quality program requires the tireless efforts of dozens of full-time staff and hundreds of volunteer surgeons — all of whom dedicate countless hours to registry operations and enhancements, quality measurement, performance improvement, public reporting, evidence-based guideline development, patient safety, and clinical research. This is challenging work, much of which takes place behind the scenes and may not be apparent even to our members, let alone the public.

“Receipt of the Eisenberg Award provides external validation by two of the pre-eminent health care quality organizations in the world that these efforts are recognized and appreciated. It provides our staff and volunteers with renewed energy and focus to continue our efforts to improve cardiothoracic surgical quality.”

***Dr. David M. Shahian, MD,
chairman, Society of Thoracic
Surgeons Council on Quality,
Research, and Patient Safety***

BJC HealthCare was selected as the 2018 Eisenberg Award winner for Innovation in Patient Safety and Quality at the Local Level for its system-wide approach demonstrating how significant improvement in patient safety through reductions in preventable harm can be achieved and consistently sustained year-over-year across a moderately sized health system.

In 2008, this 15-hospital health system launched a five-year focused system-wide initiative to reduce preventable harms in a wide variety of categories: falls with serious injury (FWSI); pressure ulcers (PrU); adverse drug events (ADE); healthcare-associated infections (HAI); and venous thromboembolism (VTE).

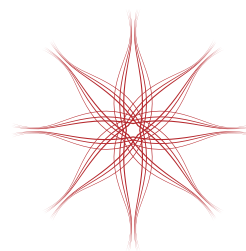
In each category, surveillance systems were established if they were not already in place, and targeted interventions were introduced. By the end of the focused initiative in 2012, BJC HealthCare had reduced aggregate harm in these categories by more than 50 percent, from 10,371 events in 2009 to 5,018 in 2012.

Plans for ongoing surveillance, reporting and interventions were put into place to ensure that improvement efforts would continue after the focused initiative. Since that time, BJC HealthCare has continued to see reductions in all categories, with a further reduction by nearly 50 percent to 2,605 events in 2017.

By category, from 2009 to 2017, BJC HealthCare has had an 85 percent reduction in PrU, a 69 percent reduction in ADE, a 40 percent reduction in VTE, a 41 percent reduction in HAI, and a 35 percent reduction in FWSI.

This initiative is applauded for implementing practical interventions for categories of harm and the resulting sustained success improving outcomes.

The BJC HealthCare team involved with this initiative includes: Keith F. Woeltje, MD, PhD, vice president, chief medical information officer; Wm. Claiborne Dunagan, MD, MS, senior vice president, chief clinical officer; and Bruce L. Hall, MD, PhD, MBA, vice president, chief quality officer.



“Quality and safety have been areas of focus for BJC HealthCare since the foundation of the health system. We believe the provision of effective, efficient, safe, patient-centered and readily accessible care is key to our mission. Winning the Eisenberg is very gratifying as external recognition of the excellent work our front-line providers do every day to provide the best possible care for our patients.”

***Dr. Keith F. Woeltje, MD, PhD,
vice president, chief medical
information officer, BJC
HealthCare***



The 2018 Eisenberg Award Panel

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

Marc Bennett, HealthInsight

Carolyn Clancy, MD, Department of Veterans Affairs

Mary Grealy, Healthcare Leadership Council

David B. Nash, MD, MBA, Thomas Jefferson University

Diane Rydrych, Minnesota Department of Health

Andrew Wiesenthal, MD, SM, Deloitte Consulting, LLP

PREVIOUS RECIPIENTS

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*

PREVIOUS RECIPIENTS

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

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

PREVIOUS RECIPIENTS

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

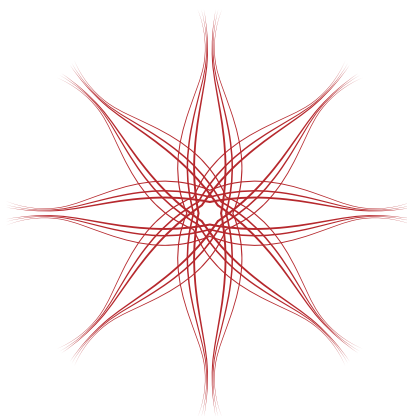
*Concord Hospital, Concord, NH
Veterans Affairs National Center for
Patient Safety, Ann Arbor, MI*

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.

National Quality Forum

The National Quality Forum (NQF) is the nation's resource for healthcare quality measurement and improvement. NQF is an independent, not-for-profit, membership-based organization that brings healthcare stakeholders together to recommend quality measures and improvement strategies that reduce costs and help patients get better care.



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