

JOHN M. EISENBERG AWARDS



2003

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2003 JOHN M. EISENBERG AWARDS

Jeffrey Cooper, PhD

Patient Safety Award for Individual Achievement

Jeffrey B. Cooper, PhD, is Director of Biomedical Engineering for the Partners Healthcare System, Inc. and Associate Professor of Anesthesia at Harvard Medical School in the Department of Anesthesia and Critical Care, Massachusetts General Hospital (MGH).

Dr. Cooper began his career in research and development with the Anesthesia Bioengineering Unit in the MGH Department of Anesthesia in 1972, leading the team that conducted seminal studies of critical incidents and human error in anesthesia. The first publication of that work in 1978 was one of the earliest reports of medical error and its relationship to human factors. During that same time, he was leading a team that developed one of the first microprocessor-based medical technologies, the Boston Anesthesia System, aimed at integrating functions and alarms to reduce human and system errors associated with anesthesia delivery apparatus. Both of these efforts have catalyzed changes in anesthesia safety in the ensuing years. Dr. Cooper is a founding member of the Anesthesia Patient Safety Foundation, serving continuously on its Executive Committee since 1985 and for 13 years as Chairman of its Committee on Scientific Evaluation, which he conceived as the first program of its kind to support research dedicated to patient safety.

Over the years, Dr. Cooper and his colleagues in Biomedical Engineering have generated numerous technology innovations for patient safety. Dr. Cooper is also the founder and Executive Director of the Center for Medical Simulation, which is dedicated to the use of realistic simulation in healthcare for education and training, especially for crisis management and teamwork. The Center was one of the first to use simulation and has been instrumental in facilitating the adoption of this novel technology worldwide. Dr. Cooper serves on the Board of Directors of the National Patient Safety Foundation and also organized and chairs that organization's research program.

Abington Memorial Hospital, Abington, PA

Patient Safety Award for System Innovation

Abington Memorial Hospital is a 500-bed community teaching hospital located in the Philadelphia suburbs. Medical staff leadership at Abington recognized the significant risk associated with oral anticoagulant therapy. A team of health professionals developed and/or implemented a novel approach to technologically emulate the benchmark results achieved by formal "Coumadin clinics."

The web-based "virtual Coumadin clinic" has transformed anticoagulation care, with the Abington Physician Network equaling or besting results reported in the literature as "best practice." The algorithmically driven program is scalable and highly cost effective. The program has greatly improved the safety and efficacy of Coumadin use in the Abington community. The project has had a measurable impact on reducing the burden of injury and death that occurs due to suboptimal anticoagulation management. Abington's system was designed to be affordable, scalable, readily applied, and available to assist other healthcare systems.

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The Leapfrog Group, Washington, DC *Patient Safety Award for Advocacy*

Because U.S. healthcare remains below obtainable levels of error prevention and overall customer value, the Leapfrog Group—a coalition of more than 140 public and private organizations that provide healthcare benefits—developed national purchaser consensus around a series of focused patient safety goals and leveraged their implementation in hospitals. The Leapfrog Group was created to help save lives and reduce preventable medical mistakes by mobilizing employer purchasing power to initiate breakthrough improvements in the safety of healthcare and by giving consumers information to make more informed hospital choices.

The Leapfrog Group's program is voluntary and is aimed at mobilizing large purchasers to alert the healthcare industry that big leaps in patient safety and customer value will be recognized and rewarded with preferential use and other intensified market reinforcements. By providing a viable forum through which all healthcare stakeholders can address these issues, the Leapfrog Group has successfully enhanced the dialogue among purchasers, providers, and consumers and significantly impacted the efforts to address the yearly death toll from preventable medical mistakes.

Lehigh Valley Hospital and Health Network, Allentown, PA *Patient Safety Award for Advocacy*

Immediately following the IOM's report *To Err is Human*, Lehigh Valley Hospital and Health Network (LVHHN) proactively responded by embarking on a multidisciplinary, systems approach to reduce medical errors and improve the delivery of care. The "Primum Non Nocere" initiative consists of fifteen focused, practical projects that stress cost-effective medical care and reduction of preventable adverse events through improved communication, process re-design, evidence-based protocols, and reduced variability.

In 2002, LVHHN's patient safety staff also embarked on a project to educate consumers and empower them to participate actively in enhancing patient safety during their treatment. LVHHN recognized that to truly be successful in reducing healthcare errors, it needed to actively engage patients in their treatment. By partnering with a local production company, a high-quality video was produced. The LVHHN video addresses six topics that are related to enhanced patient safety: treatment plan, medication safety, falls, surgical site identification, handwashing, and discharge planning. The impact of this activity has been demonstrated within a short period of time. By filling a void in the information available, LVHHN has had a meaningful impact on patient safety efforts throughout its system.

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About the Awards

The John M. Eisenberg Patient Safety Awards were launched in 2002 by the Joint Commission on Accreditation of Healthcare Organizations and the National Quality Forum in memory of the highly respected national leader in healthcare quality, Dr. John M. Eisenberg, who dedicated his career to ensuring that healthcare is based on a strong foundation of research and that the services provided reflect the needs and perspectives of patients. The awards, given annually, recognize individuals and healthcare organizations that have made significant contributions to improving patient safety.

2002 Recipients

<i>Individual Achievement</i>	Julianne Morath, RN, MS
<i>Research</i>	David W. Bates, MD, MSc
<i>Advocacy</i>	Veterans Affairs Medical Center, Lexington, Kentucky
<i>System Innovation</i>	Concord Hospital (New Hampshire) VA National Center for Patient Safety