GREAT THINGS ARE HAPPENING IN VIRGINIA HOSPITALS!

Presenting the . . .

— Virginians Speak Up for Safety Awards —

VHHA CENTER FOR HEALTHCARE EXCELLENCE
Improving the Quality & Safety of Healthcare
Colleagues,

Great things are happening in Virginia hospitals!

Throughout 2018, Virginia’s hospital community continued its collaborative work on quality and patient safety improvement.

From reducing readmissions to preventing harm, from improving patient satisfaction to antibiotic stewardship and medication safety, and from stopping sepsis to NICU and maternal care considerations, Virginia’s hospitals have been leading the way to improve health care quality, safety, and service. That work is reflected in some of the recent accolades earned by Virginia hospitals. For example, Virginia was named among the top three states for patient safety in the Fall 2018 Hospital Safety Grade scores from the Leapfrog Group, a national health care patient safety ranking organization. Additionally, the Virginia Hospital & Healthcare Association (VHHA) earned the “2018 HRET HIIN Quality Award” presented by the American Hospital Association (AHA) and the Health Research & Education Trust (HRET). This award recognizes a state hospital association for demonstrating exemplary dedication and leadership in advancing the quality and safety of health care for patients.

Collaborative quality and safety work has been designated a strategic priority by the VHHA Board of Directors. At VHHA, facilitation of that work is coordinated by the Association’s Center for Healthcare Excellence, whose mission is to support the development of best practices that help assist “members in achieving top-tier performance in quality, safety, and service.”

This work is hospital-based and could not occur without a commitment from leaders and administrators. Nor could it happen without dedicated, caring staff who are the eyes, ears, and ambassadors for hospital safety. In this report from the VHHA Center for Healthcare Excellence, we will highlight the “Virginians Speak up for Safety” awards program, which was launched in 2017.

The program acknowledges the efforts of individuals and teams at Virginia hospitals who speak up to prevent potential harm to patients or other staff members. Employees who feel safe and empowered to speak up to peers, as well as to those in authority, are able to do so because of a positive organizational safety culture. This behavior is a key signifier of a highly reliable organization that fosters a climate in which people feel free to speak up with concerns and feel an obligation to do so because that input is valued.

Since the awards program began, 54 hospitals have participated by submitting 184 staff nominations. And the vast majority of those nominations (147, or nearly 80 percent) involved situations in which harm was prevented. Those are outstanding results.

On behalf of the VHHA Board of Directors, we would like to thank the leaders of our 110 Virginia hospital members and the more than 125,000 health care providers and staff working in Virginia hospitals for their continued engagement and collaboration. We hope the anecdotes about the hard working, dedicated health care professionals found in this report inspire you, as they do us. It is our honor and privilege to support the ongoing work of making Virginia the healthiest state in the nation.

Toni R. Ardabell
Chair, VHHA Center for Healthcare Excellence Advisory Council
Market President, Bon Secours Richmond

Sean T. Connaughton
President and CEO
Virginia Hospital & Healthcare Association
2018 Virginians Speak Up for Safety Award Recipients

Since the “Virginians Speak Up for Safety” awards program began in 2017 . . .

54 Hospitals have submitted **184** nominations. Of those, **147** nominations (nearly **80** percent) resulted in harm prevention. We congratulate these winners, and all award nominees, for speaking up to protect patients from harm.

**2017 Awardees**

- 1st Quarter: Jill Easter, Bon Secours St. Francis Medical Center; Susan Gladfelter, Carilion Clinic
- 2nd Quarter: Nate Hedrick, UVA Health System; Saumil Vaghela, Sentara RMH Medical Center
- 3rd Quarter: Jessica Chandler, Sentara Halifax Regional Medical Center; Crystal Jones, Centra Health
- 4th Quarter: Jessica Chute, Bon Secours DePaul Medical Center; Lauren Rice, HCA LewisGale Medical Center

**2018 Awardees**

- 1st Quarter: Bonnie Pepple, Bon Secours DePaul Medical Center; Rose Merrill, Valley Health Winchester Medical Center
- 2nd Quarter: Linda Fellows and Ryan Harmening, Virginia Hospital Center; Dolores Policarpio, Inova Alexandria Hospital
- 3rd Quarter: Gretchen Hinson-Budy, Sentara Obici Hospital; Shelli Pryor, Southside Regional Medical Center
- 4th Quarter: Tarasha Pettaway, Sentara Halifax Regional Medical Center; Katie Hill, HCA LewisGale Medical Center
Virginia Hospitals that have Submitted Award Nominations

**Augusta Health**
- Bon Secours DePaul Medical Center
- Bon Secours Mary Immaculate Hospital
- Bon Secours Maryview Medical Center
- Bon Secours Memorial Regional Medical Center
- Bon Secours Richmond Community Hospital
- Bon Secours St. Francis Medical Center
- Bon Secours St. Mary’s Hospital

**Bath Community Hospital**

**Bon Secours Health System**
- Bon Secours DePaul Medical Center
- Bon Secours Mary Immaculate Hospital
- Bon Secours Maryview Medical Center
- Bon Secours Memorial Regional Medical Center
- Bon Secours Richmond Community Hospital
- Bon Secours St. Francis Medical Center
- Bon Secours St. Mary’s Hospital

**Carilion Clinic**
- Carilion Franklin Memorial Hospital
- Carilion Roanoke Memorial Hospital
- Carilion Home Health

**Centra Health**

**Chesapeake Regional Healthcare**

**Children’s Hospital of The King’s Daughters**

**Community Health Systems**
- Southside Regional Medical Center
- HCA Virginia

**CJW Medical Center**
- Henrico Doctors’ Hospital
- John Randolph Medical Center
- LewisGale Montgomery Hospital
- LewisGale Medical Center
- StoneSprings Hospital Center

**Inova Health System**
- Inova Alexandria Hospital
- Inova Fairfax Hospital
- Inova Fair Oaks Hospital
- Inova Loudoun Hospital
- Inova Lorton CarePlex
- Inova Mount Vernon Hospital

**LifePoint Health**
- Clinch Valley Medical Center
- Fauquier Hospital
- Wythe County Community Hospital

**Mary Washington Healthcare**

**Novant Health UVA Health System**
- Culpeper Medical Center

**Riverside Health System**
- Riverside Cancer Infusion Center, Williamsburg
- Riverside Medical Group
- Riverside Regional Medical Center

**Sentara Healthcare**
- Sentara Albemarle Hospital
- Sentara Health System Lab
- Sentara Halifax Regional Hospital
- Sentara Leigh Hospital
- Sentara Martha Jefferson Hospital
- Sentara Medical Group
- Sentara Norfolk General Hospital
- Sentara Northern Virginia Medical Center
- Sentara Obici Hospital
- Sentara Princess Anne Hospital
- Sentara RMH Medical Center
- Sentara Virginia Beach General Hospital
- Sentara Williamsburg Regional Medical Center

**UVA Health System**
- University of Virginia Medical Center

**Valley Health**
- Winchester Medical Center

**VCU Health**
- VCU Medical Center
- VCU Community Memorial Hospital

**Virginia Hospital Center**

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Great Things Are Happening In Virginia Hospitals! (January 2019)