



 **RUSH**  
OAK PARK HOSPITAL  
SPONSORED BY THE WHEATON FRANCISCAN SISTERS

520 S. Maple Ave.  
Oak Park, IL 60304  
[www.roph.org](http://www.roph.org)

2007  
to  
2008

**Report to the Community**  
**RUSH OAK PARK HOSPITAL**

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*“We made significant strides toward improving the quality of patient care, garnering national recognition for excellence in total knee replacement, joint replacement and inpatient diabetes care.”*

—BRUCE ELEGANT, PRESIDENT AND CEO

**In 2007 we celebrated 100 years of service to Oak Park, River Forest and the surrounding communities.** We're proud to continue to call Oak Park home, and to carry forward the faith-based mission with which we were founded.

As part of that mission, emanating from the sponsorship of the Wheaton Franciscan Sisters, we are constantly striving to improve quality of care, safety and the patient experience. Our affiliation with Rush University Medical Center provides patients access to advanced medical treatments without having to leave their neighborhoods.

In 2007 and 2008 we made significant strides toward improving the quality of patient care, garnering national recognition for excellence in total knee replacement, joint replacement and inpatient diabetes care. Practice Greenhealth also recognized us with its 2008 “Partner for Change” award for the environmental conservation work we conducted.

We were one of the first hospitals in Illinois to use bar coding technology to reduce medication errors. To assure a state of constant readiness, we successfully conducted an emergency preparedness full building evacuation drill. We enhanced the patient experience with a new all-private room patient care unit, and, as part of our commitment to the community, provided a record number of free screening mammograms to women.

As you read more about these achievements and initiatives, consider how far we've come. From being the village's **first** hospital more than 100 years ago, our community still comes first. Just imagine what's in store in the years to come.

Best regards,

Bruce Elegant  
President and Chief Executive Officer



## A Message FROM THE PRESIDENT AND CEO

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# Building ON A CENTURY OF SERVICE

*“We want to continue to provide exemplary patient care and community outreach for education and prevention for another 100 years.”*

—BRUCE ELEGANT, PRESIDENT AND CEO



Among the many accomplishments of 2007, Rush Oak Park Hospital celebrated 100 years of service to the community.

Teaming up with the Sisters of Misericordia, Civil War veteran John W. Tope, MD, purchased land for the village’s first hospital in 1905. Two years later, the 137-bed Oak Park Hospital and its training school for nurses officially opened.

A private room cost \$20 per week in 1907; a week stay in one of the five-bed wards cost \$12.50.

Many changes have occurred since then, including a name change in 2003, after Rush University Medical Center took over management of the Hospital’s operations in 1997 and after the Rush Medical Office Building opened in 2001.

*“We have been able to bring in academic physicians from Rush University Medical Center so that, for many of their treatments and procedures, patients don’t have to leave the community to access quality patient care,”* says President and CEO Bruce Elegant.

At the same time, he adds, *“We’re still a faith-based institution, so our values and our mission have not changed since the sisters founded the Hospital in 1907. I think Dr. Tope would be very proud that we continue to serve the community he loved so much.”*

Nearly 400 employees gathered to celebrate Founders Day in April of 2007, and Fr. Emmanuel Mumba rededicated the Hospital and its staff to the healing ministry of Jesus through health care service.

The growth that has occurred in the past 100 years is sure to be matched, if not surpassed, over the next century, with greater community outreach, expanded service and advances in medicine.

*“We want to continue to provide exemplary patient care and community outreach for education and prevention to the Oak Park-River Forest community for another 100 years,”* Elegant says.

All of the changes still to come will build on the Hospital founders’ vision of service.



## How does Rush Oak Park Hospital compare?

More and more government agencies are asking hospitals to report data on how they perform on certain measures, processes and outcomes. By making hospital data publicly available, these agencies empower consumers to make informed choices about their health care. In addition, this type of transparency provides incentive to hospitals to always improve the quality of care they provide.

Rush Oak Park Hospital constantly strives to improve the quality of its patient care. The performance data in this report can be used to compare the Hospital's processes and outcomes with national averages. It offers a better idea of how the Hospital performs and the ways in which it is constantly working to provide patients with high-quality care.

		Current National Avg.	Fiscal Year 2008
<b>Heart Failure</b>	ACEI/ARB for LVSD	86%	100%
	Smoking Cessation	87%	100%
	LVF Assessment	91%	94%
	Discharge Instructions	67%	70%
<b>Pneumonia</b>	Smoking Cessation	84%	100%
	Blood Culture	91%	94%
	Antibiotics in 4 hours	82%	87%
	O2 Assessment	99%	100%
	Pneumococcal Vaccine	72%	83%
<b>Acute Myocardial Infarction</b>	Aspirin on Arrival	96%	100%
	Beta Blocker on Arrival	88%	97%
	Beta Blocker on Dis.	91%	96%
	Smoking Cessation	92%	100%
	ACEI/ARB LVSD	86%	100%
<b>Surgical Care Infection Prevention</b>	Pre op Abx in 1 hour	83%	88%
	Colorectal Post Op Normothermia	90%*	94%
	VTE Prophylaxis	79%	87%
	VTE Prophylaxis within 24 hours pre and post	78%	79%

(ACEI) Angiotensin-Converting Enzyme Inhibitor; (ARB) Angiotensin Receptor Blockers; (LVSD) Left Ventricular Systolic Dysfunction; (LVF Assessment) Left Ventricular Function Assessment; (O2 Assessment) Oxygenation Assessment; (Beta Blocker on Dis.) Beta Blocker on Discharge; (Pre op Abx) Preoperative Antibiotic Prophylaxis; (VTE Prophylaxis) Venous Thromboembolism Prophylaxis

\*Internal benchmarks; national averages pending  
For additional comparative data, please visit [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

# Focusing ON QUALITY



Rush Oak Park Hospital strives every day to provide patients with a safe environment and high-quality care.

The Hospital has increased its efforts in recent years, reporting to the Centers for Medicare and Medicaid Services core measures including the percentage of heart attack patients given aspirin at arrival and the percentage of pneumonia patients given an oxygenation assessment.

Focusing efforts on preventing patient falls and moving patients quickly through the Emergency Department to inpatient beds are two projects that have shown improvements.

*“The mission is to provide what clinical studies have shown to be the best care to the patient,”* says Mary Barrie, RN, CPHQ, vice president of quality and resource management. *“It has*

*to be a team approach.”*

In addition to promoting teamwork to improve the technical and clinical quality of care, the Hospital maintains a culture of service geared toward improving patient satisfaction by treating each patient as a whole person.

For its service-oriented approach and focus on quality, the Hospital was recognized for excellence in total knee replacement and joint replacement by HealthGrades® in 2008, and by the Joint Commission for inpatient diabetes management in 2007.





*“Rush Oak Park Hospital went above the norm and allowed our daughter to battle with dignity and comfort.”*

— PARENT OF PATIENT,  
RUSH OAK PARK HOSPITAL

# Healing PATIENTS



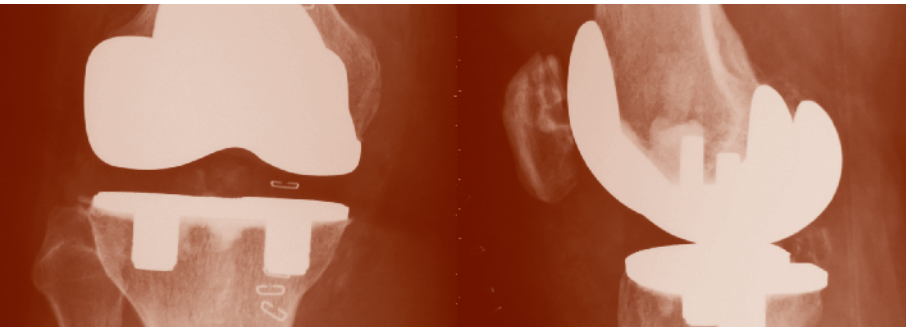
When it comes to comprehensive hip, knee and shoulder replacements, Rush Oak Park Hospital is a recognized leader.

That's why **the Hospital received five-star quality ratings for total knee replacement and joint replacement from HealthGrades®**. In recognition of excellence in quality, one of the nation's leading independent health care ratings companies rated the Hospital **best in the Chicago West Region\* for joint replacement in 2008.**

The Hospital's affiliation with Rush University Medical Center provides patients access to advanced options for joint replacement surgery without having to leave their neighborhood. Some of the same physicians who treat members of the Chicago Bulls and Chicago White Sox are on the Hospital's medical staff.

The Hospital's relationship with Marianjoy Rehabilitation Hospital gives patients the resources they need to regain the function and stamina to work and live a more active life.

\*Region as defined on [www.healthgrades.com](http://www.healthgrades.com).





# Enhancing CARE

Patients with diabetes find the full spectrum of care in Rush Oak Park Hospital's comprehensive inpatient and outpatient diabetes programs.

The Hospital was recognized in 2007 when it became **the second in the country and the first in Illinois to earn the Joint Commission's Gold Seal of Approval™**

**for Inpatient Diabetes Management.** The Hospital voluntarily pursued the evaluation to enhance safety and quality of patient care.



In making their Gold Seal of Approval™ designation, Joint Commission reviewers interviewed staff and patients and completed an onsite assessment in which they evaluated how well staff improved care for inpatients with diabetes. The Hospital follows evidence-based guidelines and standards developed by

the Joint Commission and the American Diabetes Association in caring for hospitalized patients with diabetes.

Caregivers are trained to manage blood sugar levels for all patients, regardless of their admitting diagnosis, and to recognize and respond when it is too high or low. They are taught to keep a close watch on what and when patients eat and to coordinate meal times with medications. If patients are older or using certain medications, or if they are scheduled for surgery and can't eat beforehand, caregivers know that they may need to adjust insulin.

*"We have really pushed to get all the elements in place during the past two years,"* says Lucy Mullen, RN, a certified diabetes educator for the outpatient Center for Diabetes and Endocrine Care (CDEC), which is staffed by board-certified endocrinologists.

*"Ancillary staff including therapists, dietary, medical imaging and pharmacy are also taught about diabetes management and to recognize signs of low blood sugar in patients,"*

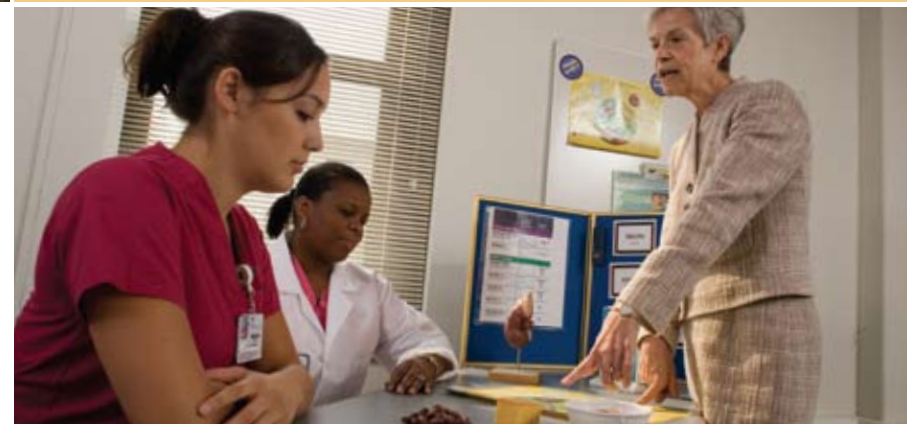
says Michelle Freitag, BSN, RN, process improvement data analyst for the Hospital.

In addition to providing ongoing training for staff on diabetes management, the Hospital educates patients on how best to manage the disease. The outpatient CDEC first earned recognition from the American Diabetes Association\* in 1999 for quality self-management education and has been re-certified every year. Educators like Mullen teach patients to incorporate regular exercise and proper nutrition to maintain healthy blood sugar levels.

This continuum of care means that from admission to discharge, inpatients receive the best all-around care, and those utilizing the CDEC reap the benefits of a complete diabetes education.

\*The American Diabetes Association recognizes this education service as meeting the National Standards for Diabetes Self-Management Education.

*Inpatient Diabetes Team: Catalina Yale, LDN, RD; Michelle Freitag, BSN, RN; Francine Ostrander, MSN, RN; Anne Mellios, LDN, RD; Janet Mayer, PharmD; Mary Barrie, RN, MiM, CPHQ; Amy Folker, NP, CDE; Lucy Mullen, BSN, RN; and Judy Carter, MD (pictured on page 12).*





# Communicating

Caring for patients requires a culture of communication and open dialogue between patients and nurses, nurses and physicians, and all other ancillary staff involved.

Rush Oak Park Hospital's Intensive Care Unit performed daily rounding evaluations in 2007 to break down communication barriers and strengthen relationships between nurses, physicians, pharmacists, respiratory therapists and other disciplines for the overall good of the patient.

*"We ask: Where is the patient now, why is he here and*

*what do we need to do to get the patient discharged,"* says Robyn Grubbs, RN, clinical nurse manager of the ICU.

Bringing the major decision makers together on the same floor at the same time ensures that they are on the same page in developing plans of care for patients so they can heal and transfer from intensive care quickly.





# Protecting PATIENTS



With medication errors a major concern nationwide, Rush Oak Park Hospital became one of the **first hospitals in Illinois in 2006** to begin using a system that provides another layer of protection so patients get the right medications and doses at the right times.

The Meditech Bedside Medication Verification system uses bar codes—like those at the grocery store—on patient ID bracelets and medication packaging to reduce preventable medication errors and improve patient safety.

*“I am particularly pleased that Rush Oak Park Hospital is at the forefront of implementing this patient safety tool,”* says President and CEO Bruce Elegant.

The technology verifies patients’ identities, points nurses to potential problems with patient allergies and alerts them if there are any conflicts.

When patient wristbands and medications are scanned into the system, Meditech’s online database pulls up medical records along with information about the prescriptions.

By accessing patients’ charts right at their bedsides, caregivers can view the most recent test results. They can adjust dosage, tweak the administration schedule, and read instructions and comments on the medications’ labels. The system even reminds them when it’s time to administer another dose.

The bar code system records the time, medication and dose administered every time the bar codes are scanned, and all of that information—along with comments the nurse enters into the system—is available to other caregivers throughout the Hospital.

*“Implementation was complicated,”* says Michael R. Silver, MD, vice president of medical affairs. *“But through the coordinated efforts of pharmacy, nursing, information technology and registration, we have taken an important step to enhance patient safety.”*

*“The dedication of the staff hasn’t wavered since day one. They’ve been there with us every step of the way.”*

—PATIENT, RUSH OAK PARK HOSPITAL





# Upgrading FACILITIES



First impressions count.

Rush Oak Park Hospital's third and sixth floors were deep in construction for much of the summer of 2007.

In 3 Center, a new all-private room patient care unit, and in 6 West, rooms and hallways received cosmetic upgrades with softer lighting, acoustic tiles to muffle sounds and flat-screen televisions to make patient stays more comfortable.

Individual thermostats were installed in refurbished rooms so patients could adjust temperatures according to their needs.

But safety is the Hospital's number one concern. To that end, emergency power outlets were added to patient rooms and hallways.





# Staying PREPARED

Because not all emergencies can be prevented, Rush Oak Park Hospital is planning to stay prepared to protect hospital resources and patients, especially those who are most vulnerable, in the event of a disaster.

The Hospital took several steps in 2007 and 2008 to get ahead of the curve and make sure it's disaster-ready. In August 2007, six months of planning came to fruition in a full building evacuation training event and drill that involved about 60 people. Sonia Winandy, RN, MBA, the Hospital's Emergency Medical Services (EMS) coordinator, says design and training for the evacuation plan were funded with \$13,500 in federal grant money.

*"The first day was an in-depth review of the Hospital's specific evacuation plan with hands-on training using different methods to safely evacuate patients,"* says Winandy, the liaison between local public safety, EMS and the Hospital.

Clinical and nonclinical staff reviewed the vertical evacuation

plan and learned how to transport nonambulatory patients down several flights of stairs without compromising their medical support systems. During the drill the next day, they loaded mock patients—students from Loyola University's EMT program—onto evacuation sleds, rolled them out of bed, and eased them through hallways and down stairways.

Representatives of Med Sled, the company that makes the sleds, trained staff on how to use the equipment and offered help during the drill.

Prior to the evacuation training event, Oak Park public works, fire, police and public health departments had been involved in updating the Hospital's hazard vulnerability assessment.

When that was completed, the Environment of Care Committee worked with an outside firm to put together a more aggressive and detailed full building evacuation plan.

Firefighters and police officers from the Village of Oak Park participated in the August drill: Some assisted in the vertical

evacuation while others observed overall performance. Representatives from other hospitals in the region were on hand to take information back to their facilities.

The Hospital was evaluated on how effective the training and equipment were; on whether communication within different areas of the Hospital worked; and on the overall collaboration. That feedback has been used to craft a comprehensive and updated full building evacuation plan and will be supplemented by future annual reviews.

Such thorough preparation and detailed follow-up will boost the Hospital's ability to respond to disasters in the safest, fastest and most effective means for all employees and patients.





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# Breast Center

# Reaching OUT TO THE COMMUNITY



For the second consecutive year, Rush Oak Park Hospital received grant funding to provide free screening mammograms for underserved and uninsured women in the community.

More treatment options are available when cancer is detected early, and treatments are more likely to be successful. But many women who lack health insurance have a difficult time paying for annual screening mammograms when their budgets are stretched by sky-high gas prices and grocery bills.

The Hospital used the grant funds to provide nearly 300 free screening mammograms to women in Oak Park, River Forest and Proviso Township in 2007. Twenty-one women were

scheduled for follow-up procedures.

One of the women who came for a free mammogram was recommended to have a biopsy and a malignancy was found. She was referred for further treatment.

As part of its mission, the Hospital promotes good breast health among all women by helping them overcome the economic and physical obstacles that sometimes prevent them from being screened every year.



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### Rush Oak Park Hospital is accredited by the following organizations:

- American Association of Blood Banks (AABB)
- American College of Radiology (ACR)
- American College of Surgeons (ACS)
- American Diabetes Association (ADA)
- College of American Pathologists (CAP)
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Illinois State Medical Society (ISMC)
- Illinois Department of Public Health (IDPH)
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- Mammography Quality Standards Act Accredited (MQSA)

