



Press Kit

Quality Quest for Health of Illinois

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About Us

Quality Quest for Health of Illinois is a healthcare collaborative working together to transform healthcare in our state. We bring physicians, hospitals, health plans, employers, patients and families together to focus on creating healthier communities with better patient outcomes. We collect data related to specific Quest projects and report performance information to the medical community and the public. The information helps providers compare their performance to peers and regional/national benchmarks and to improve patient care.

Our History

Quality Quest for Health of Illinois was started in 2006 as a joint endeavor between Caterpillar Inc. and OSF HealthCare System. In 2009, we became a non-profit organization and changed our name to Quality Quest for Health of Illinois. We expanded our organization to include all healthcare stakeholders – physicians, hospitals, employers, health plans, and patients and families.

Mission

Our mission is to achieve exceptional patient service and outcomes by serving as a catalyst for healthcare transformation.

Vision

Our vision is to become the region with the healthiest people and the highest value healthcare.

Guiding Principles

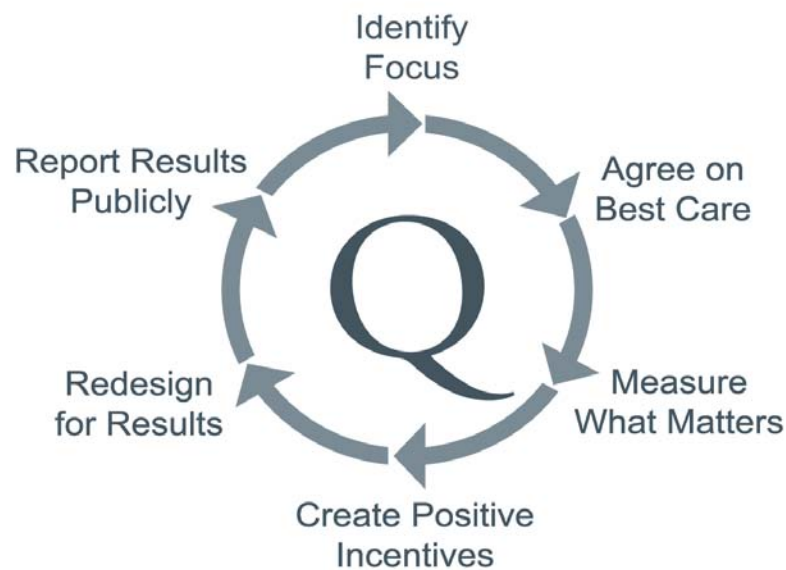
Together we:

- Set bold goals
- Share openly
- Learn from the work of others
- Work to achieve results
- Respect each other's values
- Proactively pursue progress



Strategy

- **Identify Focus**
We establish priorities based on open access to understandable, shared data. We include those we serve in our decision-making.
- **Agree on Best Care**
We embrace evidence-based care standards so that patient care is reliable, standardized, optimized and personalized.
- **Measure What Matters**
We focus on results for each individual patient to measurably improve the health of the population we serve.
- **Create Positive Incentives**
We align and create positive incentives for patients, clinicians, hospitals, employers and health plans to achieve optimal results.
- **Redesign for Results**
We redesign healthcare delivery systems to provide patients and clinical care teams with the supports they need to achieve best possible outcomes.
- **Report Results Publicly**
We report performance to clinicians and the public and compare our results to best practice. We foster a culture of transparency and accountability.





Management Team

Gail M. Amundson, MD, FACP- President and CEO

Julie Gray- Communications Manager

Cheryl Toland- Program Manager and 6 Sigma Black Belt

Christy Wilkins- Finance Manager

Joy Duling – Project Director

Veronica Haskell – Executive Administrative Assistant

Gail M. Amundson, MD, FACP – President and CEO

Biography

As President and CEO of Quality Quest for Health of Illinois, Gail Amundson, MD, FACP, leads its mission to achieve exceptional patient service and outcomes by serving as a catalyst for healthcare transformation. An Illinois collaborative, Quality Quest is dedicated to proactively shaping the future of healthcare. Quality Quest is facilitating the health information planning process to modernize healthcare communications through grants from the State of Illinois. Quest was recently designated the Regional Extension Center Satellite Office for central Illinois providing support for smaller physician offices to transition to electronic medical records. Dr. Amundson is a Clinical Assistant Professor of Medicine at the University of Illinois College of Medicine at Peoria.

Poised for dramatic change in the twenty-first century, healthcare needs a strong foundation of evidence-based care standards, measurement, reporting of performance and clinician leadership. Quality Quest is committed to working jointly with clinicians, hospitals, employers, health plans and patients to affect lasting, healing change in healthcare.

Dr. Amundson is a recognized leader and innovator. She recently served as HealthPartners Medical Director for Quality, Measurement and Provider Incentives where she was effective working with and motivating physicians throughout Minnesota to improve patient outcomes. Dr. Amundson initiated the development and reporting of person-level composite measures described in the Institute of Medicine Report *Performance Measurement: Accelerating Improvement* as “pioneering”. The National Quality Forum awarded its prestigious 2007 NQF Healthcare Quality Award to her program. The program also won The National Business Group on Health 2006 Award for Excellence and Innovation in Value Purchasing. Dr. Amundson is a principle founder of MN Community Measurement©, a statewide collaborative reporting quality information of provider groups (<http://www.mnhealthcare.org/>). She served as co-chair of Minnesota Bridges to Excellence Guiding Coalition and received the inaugural Minnesota Community Measurement 2007 Quality Measurement Leadership Award.



Dr. Amundson is board certified in internal medicine and holds a certificate of added proficiency in geriatrics. She serves on the National Quality Forum (NQF) Consensus Standards Approval Committee, the National Priorities Partnership Population Health Committee, the American College of Physicians Subcommittee on Performance Measurement, and the NQF Composite Measures Steering Committee. She has served on committees for the Centers for Medicaid and Medicare Services, the Agency for Healthcare Research and Quality, and other national committees. Dr. Amundson has authored articles and book chapters on various topics related to population health. She is a sought after public speaker on healthcare transformation, measurement, public reporting and provider incentives. Dr. Amundson is a fellow of the American College of Physicians.

Education

Bachelor of Arts-Molecular Biology, University of Wisconsin-Madison
Doctor of Medicine, University of Wisconsin School of Medicine, Madison
Internship at Abbott-Northwestern Hospital, Minneapolis, MN
Residency at University of Minnesota Hospitals and Clinics, Minneapolis, MN



Our Collaborative

Quest is proud to have the following organizations as part of our healthcare collaborative:



ADM As the world's population grows, so does demand for quality foods, feed ingredients for livestock, alternative fuels, and environmentally friendly alternatives to traditional chemicals. ADM is one of the world's leading agricultural processors and plays a pivotal role in meeting all of these needs. ADM produces the food ingredients, animal feeds and feed ingredients, biofuels and other products that manufacturers around the world use to provide wholesome food and a better life to millions of people around the globe. For more information visit www.adm.com.



Since its inception over 80 years ago, Caterpillar has grown to be the world's largest maker of construction and mining equipment, diesel and natural gas engines, and industrial gas turbines. In partnership with its worldwide dealer network, Cat drives positive and sustainable change on every continent. The company delivers products, services and technologies in three principal lines of business: Machinery, Engines and Financial Products. As a global, diverse technology leader, Cat commits to excellence in all areas and is proud to be a leader in building the world's infrastructure, and in enabling progress for millions of people around the world. For more information visit www.cat.com.



Decatur Memorial Hospital (DMH) is a not-for-profit hospital that has been providing medical care since 1916, for the residents of central Illinois. DMH encompasses twelve state-of-the-art Centers of Excellence which focus on the cutting edge of medicine today and provides the community with award-winning quality health care. By combining a highly trained staff of professionals with the latest advancements in technology, DMH furthers its mission of improving the health of the people of central Illinois. For more information visit www.dmhcares.com.



Health Alliance
Medical Plans

Health Alliance Medical Plans has been offering quality health coverage for more than 25 years. Founded in 1980, Health Alliance is the largest managed care organization based in downstate Illinois, covering more than 250,000 lives in Illinois and Iowa. They are committed to providing value by emphasizing wellness, education and prevention and have assembled networks of the best healthcare professions to their members. Health Alliance has been awarded the highest accreditation for their HMO, POS and Medicare HMO products since 1997 by the National Committee for Quality Assurance. For more information visit www.healthalliance.org.



Methodist Founded in 1900, Methodist Medical Center of Illinois is a 353-bed hospital in Peoria, Illinois that provides a full range of services, with almost 600 board-certified physicians backed by a dedicated team of healthcare professionals. Methodist also comprises the Methodist Medical Group, Methodist MedPointe walk-in centers, the Methodist College of Nursing, and a Family Medicine Residency program affiliated with the University of Illinois College of Medicine at Peoria. For more information visit www.mmci.org.



Mid Illini Surgical Associates, a leader in comprehensive surgical procedures for more than 30 years, consists of an experienced team of physicians, nurses and support staff who provide patients with the highest level of comprehensive surgical care. Mid Illini Surgical Associates' mission is to provide uncompromising quality and innovation by working together as a responsible and caring team. Mid Illini Surgical Associates currently has offices located in Peoria, Pekin, Kewanee, Morton, Metamora and Bartonville. For more information visit www.misateam.com.



OSF HealthCare is a multi-state corporation operating facilities in Illinois and Michigan. Through its affiliated companies, OSF is an integrated healthcare network of facilities. The Sisters of the Third Order of St. Francis, a not-for-profit corporation, is the parent company. OSF HealthCare includes seven hospitals, one nursing home, OSF Medical Group, OSF Saint Francis Inc., OSF Home Care, and the OSF HealthCare Foundation. For more information visit www.osfhealthcare.org.



PEKIN HOSPITAL Since 1913, Pekin Hospital has been dedicated to improving the health of its community. The 125-bed facility serves Tazewell, Mason, and Peoria counties in Illinois with a medical staff of approximately 240 physicians working in more than 26 different specialties. Pekin Hospital is part of Progressive Health Systems, which also includes ProHealth Inc., Pekin Hospital Home Health, Pekin Hospital Foundation, and Park Court Ltd. For more information visit www.pekinhospital.org.



PROCTOR HOSPITAL Proctor Hospital is part of Proctor HealthCare, a comprehensive and integrated network of services that includes Proctor FirstCare, Proctor Medical Group, Proctor Home Care, Proctor Medical Equipment, HealthPlus, Inc., and the Illinois Institute for Addiction Recovery. The 165-bed hospital is served by over 400 top physicians and specialists; a highly skilled and experienced clinical staff; and provides complete medical services utilizing state of the art technology. Proctor has been part of the central Illinois' healthcare community since 1882. For more information visit www.proctor.org.



UnitedHealthcare National Accounts is an operating division of UnitedHealth Group, the largest single health carrier in the United States. The UnitedHealth Group family of companies delivers products and services to approximately 70 million Americans. UnitedHealthcare's nationwide network includes 617,000 physicians and health care professionals, 80,000 dentists and 5,010 hospitals. The organization's pharmaceutical management programs provide access to drugs for 13 million people. For more information visit www.unitedhealthcare.com.



FAQ

What does healthcare "reform" actually mean?

"Reforming" healthcare refers to changing the system of how medical services are used by patients, provided by doctors and hospitals, and paid for by employers and health plans.

What's wrong with the current system?

The current U.S. healthcare "system" is broken. It's not really a system at all, but a collection of individual entities: hospitals, treatment centers, small medical businesses, professionals, and individual support staff. Each entity has its own structure and systems that are isolated from each other. For patients and families, the healthcare system is confusing. It can be difficult to access and many have no insurance coverage. Our healthcare system is expensive and costs continue to rise.

Is there a "quality" problem in healthcare?

Across America, there are dangerous gaps between the healthcare people should receive and the care they actually receive. Compared to care in other countries, the U.S. care is high-cost and low-quality. We spend more in total and more per capita on healthcare than any other country in the world.

The visible problems with our healthcare system are the soaring costs and the number of uninsured Americans. The invisible problem is poor quality that comes in three forms – underuse, overuse, and misuse.

Underuse: We do not give people the care they should get. We neglect to give them medically necessary care or to follow proven healthcare practices, such as giving beta-blocking drugs to people who have heart attacks.

Overuse: Americans get a lot of healthcare that we know doesn't help them. We often treat people without medical justification or fail to follow equally effective options that cost less or cause fewer side effects.

Misuse: Errors are made throughout the healthcare system. Between 44,000 and 98,000 people die annually from preventable errors – more than from motorcycle vehicle accidents, breast cancer, or AIDS. Some errors are human, but systems within hospitals, doctor's offices, and elsewhere can be designed to greatly reduce the risk of error and harm.

We must lift the quality of care for everyone, everywhere. The quality of care people receive too often depends on where they live and the color of their skin. This is unacceptable.

What does "quality care" look like?

Quality care is care tailored for patients that works and is safe. The federal Agency for Healthcare Research and Quality defines quality care as "doing the right thing for the right patient, at the right time, in the right way to achieve the best possible results."



Quality healthcare is:

- Safe: It does not injure patients, it is supposed to help.
- Effective: It is based on sound science for all who can benefit and refrains from providing services to those who cannot.
- Patient-centered: It is respectful of and responsive to patients preferences, needs and values.
- Timely: It reduces waiting time and potentially harmful delays.
- Efficient: It does not waste resources.
- Equitable: It does not vary because of someone's race, gender, income or location.

For patients, quality care is care that works – based on the best medical research about what has made you ill and what will make you better. It is getting care when you need it. It is getting all the care you need, and not getting care that doesn't help you. It is safe – it only helps and doesn't harm you. It is tailored to you. And it is delivered by professionals who respect you, communicate clearly with you and involve you in decisions about your care.

What needs to be done to change and improve the system?

To improve quality, we need better information about the actual performance of doctors and hospitals. We don't always know who is doing a good job and who is not because we can't see inside the healthcare system. This means we must understand the quality of care in every community by measuring and reporting the performance of doctors and hospitals. Then we must implement strategies to help improve quality.

We must reward, rather than penalize, healthcare providers that successfully reduce excessive care. We must also reward providers for providing the right care at the right time.

Finally, we must encourage people to act like consumers when it comes to healthcare so that we can create demand for high-quality care. Patients need to become better partners with their doctors in managing their own health.

How will this affect me?

The long-term benefits to reforming the healthcare system are fewer worries for patients and families and better quality healthcare that doesn't cost so much.

What can I do to make a difference?

Educate yourself and make your voice heard. Get involved locally with Quality Quest for Health of Illinois as a volunteer.