



Quest Physician Update

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Transforming Healthcare-Together.

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Dear Colleagues,

Committed and effective leadership, combined with a structured and supported planning process, yields amazing results. Quest teams are comprised of local clinicians, patients, employers and health plans who contribute their time and talent to making healthcare better in our communities. Teams are supported by Quest professionals trained in 6 Sigma, a structured QI process developed in manufacturing, and widely used in healthcare today.

Dr. Terry Baldwin led the Quest Colonoscopy Quality Team. Under Dr. Baldwin's dedicated leadership, the team wrestled with what constitutes quality in screening and surveillance colonoscopies; they developed a process to collect that information and they agreed to report their results so patients and referring physicians could see them. OSF Saint Francis Medical Center piloted the team's recommendations. It is now in place at six endoscopy centers in central Illinois and garnering national attention.

It wasn't easy. Deciding on quality measures involved an exhaustive search of the GI quality literature and gaining consensus on what is most important. It took patients helping to shape recommendations. It took dedicated OSF Saint Francis' quality professionals to run the pilot. It took selfless sharing of lessons learned. It took commitment of resources at endoscopy centers in Peoria and Decatur. It took constancy of purpose to make the team's vision a reality.

The Colonoscopy Quality Team helped improve the health of central Illinois. Keeping in mind that what gets measured gets managed, the team included appropriateness and compliance with important processes in the Colonoscopy Quality Index. When colonoscopies done are only those that are truly needed based on evidence of effectiveness, appointments open up to screen patients not previously screened. Patients are not exposed to the small, but real, risk of suffering a serious complication unnecessarily and colorectal cancer deaths are prevented.



For his tireless leadership and contributions to advancing Quest's vision of healthy communities and high value healthcare, Dr. Terry Baldwin received the Quality Quest Board of Directors annual 'Q' Award. Please join Quest in recognizing Dr. Baldwin.

Thank you for all you do to make patient care better and safer. Together, we are transforming healthcare.

Joan Krupa presents the Q Award to Dr. Terry Baldwin at a recent medical conference.