2009 NQF National Quality Healthcare Award Celebration

HONORING

Memorial Hermann Healthcare System

May 19, 2009
The Homer Building
Washington, DC

The 2009 NQF National Quality Healthcare Award is presented in partnership with Modern Healthcare and Studer Group.
Congratulations

Memorial Hermann Healthcare System

Winner of the 2009 NQF National Quality Healthcare Award

Modern Healthcare is the industry’s most trusted, credible and relied-upon news source. In print and online, Modern Healthcare examines the most pressing healthcare issues and provides executives with comprehensive information they need to make the most informed business decisions and lead their organizations to success. For this reason, Modern Healthcare is a “must-read” by the who’s who in healthcare.

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Congratulations to

Memorial Hermann Healthcare System

for their dedication and commitment to
innovative, exemplary healthcare that
drives improvement and
advances the goal of quality healthcare

MEMORIAL
HERMANN

Breakthroughs every day

2009 NQF National Quality Healthcare
Award Winner

StuderGroup®
THE NATIONAL QUALITY FORUM is a multi-stakeholder organization dedicated to improving the quality of healthcare by setting national priorities and goals and endorsing consensus standards for performance improvement.

That is why I am so proud to have an opportunity each year to present the NQF National Quality Healthcare Award, the first award of its kind to recognize outstanding quality-driven healthcare organizations. Tonight marks the 16th time this award is given to an institution that has gone the extra mile in focusing on measurement, enabling a culture of transparency, and raising the bar of health system performance to achieve consistently high levels of safe, effective, patient-centered, timely, and efficient care for all the patients they serve.

In a competitive group of applicants Memorial Hermann stood out as the leader in its commitment to quality in healthcare. We always hope that award recipients will inspire innovation and improvement from others, both through their well-deserved recognition but also through their unrelenting commitment to quality. Memorial Hermann's commitment to improving quality, ensuring patient safety, and reducing disparities in its healthcare system is something worth emulating.

Americans deserve a healthcare system that is consistently reliable in providing high quality care — and that starts with measuring what is really important to patients, building infrastructure, using data to improve patient care, and ensuring ongoing accountability through public reporting.

The National Quality Forum is very grateful to the members of the Program Committee for orchestrating this magnificent celebration, both of Memorial Hermann Healthcare System's achievements and of the quality community's continuous earnest efforts at making real improvements in America's healthcare.

Thank you — each of you — for your continued support of the National Quality Forum. And congratulations to Memorial Hermann Healthcare System on winning this prestigious honor.

Janet M. Corrigan
President & CEO
National Quality Forum

Memorial Hermann’s commitment to improving quality, ensuring patient safety, and reducing disparities in its healthcare system is something worth emulating.
2009 PROGRAM COMMITTEE

Joel Allison (CO-CHAIR)
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Texas Hospital Association

John Tara
Pfizer

Sue Widner
Abbot

2009 NQF Award Celebration & Dinner Program

6:00 – 9:30 PM  •  Homer Building Atrium

6:00 PM
Award Networking Reception

7:00 PM
Award Presentation

Welcome, Opening Remarks, and Introduction of Award Partners

Janet M. Corrigan
President & CEO, National Quality Forum

Dave Burda
Editor, Modern Healthcare

Quint Studer
President & CEO, Studer Group

Acknowledgment of Jury & Award Presentation

Janet M. Corrigan
President & CEO, National Quality Forum

Recipient Presentation

Gerald Bennett
Chairman, Memorial Hermann Healthcare System Board

Edna Coutts
Registered Nurse, Memorial Hermann Sugar Land

Robert Croyle
Chairman, Memorial Hermann Hospital System Board

Jeffrey Katz
Chief Medical Officer, Memorial Hermann Texas Medical Center

William Parks
Chief Medical Officer, Memorial Hermann The Woodlands

Michael Shabot
Chief Medical Officer, Memorial Hermann Healthcare System

Dan Wolterman
President & CEO, Memorial Hermann Healthcare System

Concluding Remarks

Janet M. Corrigan
President & CEO, National Quality Forum
NQF’S National Quality Healthcare Award

NQF’s National Quality Healthcare Award recognizes a healthcare organization that is an exemplary model for:

- successful use of performance measurement to drive quality improvement and manage care for patients with chronic conditions across settings and over time;
- fostering a culture of transparency and accountability to patients and the local community; and
- raising the bar of health system performance to achieve safe, efficient, patient-centered, timely, efficient and equitable care for individual patients and populations.

This juried award is selected through a blinded review process using a uniform set of scoring criteria to evaluate the extent to which the applicant’s approach is systematic, well-deployed, effective, innovative, sustainable and replicable. Applicants must demonstrate achievement in five areas: (1) setting priorities for performance improvement; (2) well-designed and deployed dashboard to measure and manage whole system performance; (3) use of performance measurement to drive improvements in patient care, particularly in those populations with chronic care needs; (4) commitment to publicly report data on clinical performance; and (5) consistently achieving high results on public reports of clinical quality. Each application is reviewed and scored independently by at least three jurors; top performers advance to the full jury for selection of the award recipient.

The National Quality Healthcare Award was created in 1993 as the first award of its kind to recognize outstanding quality-driven healthcare organizations. For 16 years, first through the National Committee for Quality Health Care and now through the National Quality Forum, the award has provided encouragement for improvements in quality through public recognition of organizations’ accomplishments.

*NQF’s National Quality Healthcare Award is presented in partnership with Modern Healthcare and Studer Group.*
2009 NQF NATIONAL QUALITY HEALTHCARE AWARD JURORS

Joel Allison (CHAIR)  
Baylor Health Care System

George Isham (VICE-CHAIR)  
HealthPartners

Rhonda Anderson  
Banner Children’s Hospital

Larry Boress  
Midwest Business Group on Health

Roki Chauhan  
Premera Blue Cross

Carolyn Clancy  
Agency for Healthcare Research & Quality

James Dwyer  
Virtua Health

Mitchell Dvorak  
Consumers Advancing Patient Safety

Susan Hawkins  
Henry Ford Health System

Ziad Haydar  
Baylor Health Care System

LuAnn Heinen  
National Business Group on Health

Sunil Sinha  
Pfizer

PRIOR AWARD RECIPIENTS

2008  Baylor Health Care System, Dallas, TX

2007  HealthPartners, Bloomington, MN

2006  Brigham and Women’s Hospital, Boston, MA

2005  Northwestern Memorial Hospital, Chicago, IL

2004  Trinity Health, Novi, MI

2003  Lehigh Valley Hospital and Health Network, Allentown, PA

2002  Carilion Health System, Roanoke, VA

2001  Catholic Health Initiatives, Denver, CO

2000  Munson Medical Center, Traverse City, MI

1999  BJC Health System, St. Louis, MO

1998  University of Pennsylvania Health System, Philadelphia, PA

1997  St. Luke’s Hospital, Kansas City, MO  
      Special Recognition: Shadyside Hospital, Pittsburgh, PA

1996  Intermountain Healthcare, Salt Lake City, UT  
      Special Recognition: Ohio State University Medical Center, Columbus, OH  
      St. Luke’s Hospital, Kansas City, MO  
      Honorable Mention for Progress Targeted to Special Populations: Independence Blue Cross, Philadelphia, PA  
      Touchette Regional Hospital, Centreville, IL

1995  Evanston Hospital Corporation, Evanston, IL  
      Honorable Mention: Our Lady of the Lake Regional Medical Center, Baton Rouge, LA

1994  Henry Ford Health System, Detroit, MI
OFFICIAL TRIBUTES TO
MEMORIAL HERMANN HEALTHCARE SYSTEM
THE STATE OF TEXAS

GOVERNOR

To all to whom these presents shall come,

Greetings: Know ye that this official recognition is presented to:

Memorial Hermann Healthcare System

in honor of receiving the

National Quality Forum Healthcare Award

2009

Under the laws of the State of Texas, with all rights, privileges and emoluments appertaining to said office, I grant this official recognition. In testimony whereof, I have signed my name and caused the Seal of the State to be affixed at the City of Austin, this the 26th day of March A.D., 2009.

[Signature]

Rick Perry
Governor of Texas
Mr. Daniel Woltermann  
Memorial Hermann  

Dear Mr. Woltermann:

On behalf of a grateful state, it is my distinct privilege to congratulate you and the rest of Memorial Hermann as recipients of the 2009 National Quality Healthcare Award. Your efforts and services have raised the bar in terms of both patient care and overall system performance. Put more simply, Memorial Hermann has set the standard for Healthcare excellence in Texas.

I am incredibly honored to help acknowledge your remarkable achievement, both as your Lieutenant Governor and as a grateful fellow citizen. Texas is a stronger, safer, and more prosperous place today because of your contributions. As a grateful Houstonian, I say thank you. As an elected official who is immensely proud of your accomplishment, I say once again congratulations!

Sincerely,  

[Signature]

David Dewhurst  
Lieutenant Governor

DD: scd
April 20, 2009

Dan Wolterman
President and CEO
Memorial Hermann Healthcare System
7737 SW Freeway, Suite 200
Houston, Texas 77074

Dear Dan:

I was pleased to hear Memorial Hermann has won the 2009 National Quality Healthcare Award. What an honor!

I commend Memorial Hermann for its proactive and exemplary response to the national call for quality improvement and accountability. You have raised the bar of health system performance to achieve safe, effective, patient-centered, timely, efficient and equitable care for individual patients and population.

I am pleased to join your many well wishers in acknowledging this award, and I wish you continuing success in your future endeavors.

With my best wishes,

Sincerely,

[Signature]

Kay Bailey Hutchison

KBH/acm
May 19, 2009

Memorial Hermann Healthcare System
c/o Mr. Dan Wolterman
7737 Southwest Freeway, Suite 200
Houston, Texas 77074

Dear Friends:

I recently learned that Memorial Hermann Healthcare System received the National Quality Forum's National Quality Healthcare award.

This is an accomplishment of which you can be very proud. Your efforts continue to serve as an example for the State of Texas, and I encourage you to continue to pursue excellence in the years to come.

Sincerely,

JOHN CORNYN
United States Senator
Dear Mr. Wolterman:

On behalf of the 29th Congressional District, we congratulate you and the Memorial Hermann Healthcare System on receiving the National Quality Forum’s 2009 National Quality Healthcare Award.

We appreciate and admire the Memorial Hermann Healthcare System’s continued dedication to providing excellent healthcare to the greater Houston community, and setting increasingly higher standards for healthcare system performance.

Thank you for all you do and best wishes for your continued success.

Sincerely,

Gene Green
Member of Congress

GG:vc
March 23, 2009

Mr. Dan Wolterman
CEO – Memorial Hermann Healthcare System
7737 Southwest Fwy., Suite 200
Houston, TX 77074

Dear Mr. Wolterman:

I am writing to congratulate the Memorial Hermann Healthcare System on winning the 2009 National Quality Healthcare Award. This prestigious award is a testament to the dedication and commitment of Memorial Hermann’s administrative staff, medical staff, and volunteers to improving the quality of inpatient and outpatient care in the Houston area. The award specifically recognizes Memorial Hermann for:

- Successfully using performance measurement to drive quality improvement;
- Fostering a culture of transparency and accountability to patients and the local community; and
- Raising the bar of health system performance to achieve safe, effective, patient-centered, timely, efficient and equitable care for individual patients and populations.

I am honored to represent both Memorial Hermann - Texas Medical Center and Memorial Hermann Memorial City Medical Center in the United States Congress, and will do my best to ensure that you have the resources you need to continue elevating the quality of health care for our region.

Sincerely,

John Culberson
Member of Congress

JC:te
JOIN US IN WASHINGTON, DC for a variety of multistakeholder sessions addressing the changing landscape of healthcare, impact of the economic realities on healthcare reform efforts, and promising innovations in addressing the National Priorities and Goals. Additionally, we’ll be honoring the 2009 John M. Eisenberg Patient Safety and Quality Award recipients and celebrating NQF’s 10 years of accomplishments and continuing work to improve quality.

Gaylord National Resort & Convention Center
Washington, DC

October 14–16, 2009

SAVE THE DATE!

NQF
National Quality Forum
www.qualityforum.org
IN THEIR OWN WORDS:
MEMORIAL HERMANN HEALTHCARE SYSTEM TELLS ITS STORY
Memorial Hermann—Breakthroughs Every Day

At Memorial Hermann, quality and safety are core strategies that drive the healthcare system’s ability to deliver on its promise to provide patients the best possible clinical outcomes and exceptional patient care. In order to consistently deliver such care, the employees and physicians associated with the Memorial Hermann hospitals and programs embrace a culture based on individual accountability and breakthrough innovation. This has led to a relentless focus on continuous improvement in quality and patient safety.

The largest not-for-profit healthcare system in Texas, Memorial Hermann serves the greater Houston community through 11 acute-care hospitals and many specialty programs and services. In addition to Memorial Hermann-Texas Medical Center, a Level I trauma center and the primary teaching hospital for The University of Texas Medical School at Houston, the system operates eight suburban hospitals across the greater Houston area. Its facilities include three heart and vascular institutes, TIRR Memorial Hermann, a rehabilitation hospital, Children’s Memorial Hermann Hospital, a sports medicine institute and the Mischer Neuroscience Institute. Other programs include comprehensive cancer centers, sports medicine and rehabilitation centers, outpatient imaging centers, surgery centers, a chemical dependency treatment center, a wellness center, a home health agency and a retirement community. Memorial Hermann operates the Life Flight® air ambulance program as well as the city’s only burn treatment center.

“Being honored by the National Quality Forum is a tremendous validation of the efforts, commitment and dedication of our employees and medical staff physicians who are driving these quality improvements based on our culture of transparency and accountability,” says Dan Wolterman, Memorial Hermann president and CEO. “This recognition comes as a result of years of intensive effort to take quality and patient safety to a new level.”

In 2004, Memorial Hermann senior leadership recognized the need to implement a rigorous evaluation of the quality and safety of the services provided by its hospitals. A cultural transformation began, guided by a bold vision and a promise to create an environment that would produce the best possible clinical outcomes.

“As medical mistakes and human errors continue to exact large financial and human tolls across the country in the healthcare industry, we are learning from other high-risk industries and adapting best practices to reduce risk and increase the safety of the care we provide.”

M. Michael Shabot, MD, Memorial Hermann Chief Medical Officer

At Memorial Hermann, improving the safety and quality of healthcare is everyone’s job. Caregivers, physicians, patients, administrators, board members, and community residents share a stake in the success of these efforts.

When case studies revealed opportunities to reduce disparities, a patient safety task force was convened to
identify gaps between current processes and best practices and then formulate plans to resolve them. “As medical mistakes and human errors continue to exact large financial and human tolls across the country in the healthcare industry, we are learning from other high-risk industries and adapting best practices to reduce risk and increase the safety of the care we provide,” says Memorial Hermann Chief Medical Officer M. Michael Shabot, MD.

Fostering a culture that values safety and quality requires extensive training at all levels of the organization — from the board room to the operating room and everywhere in between. “All employees — business and clinical — receive patient safety training,” says Dr. Shabot. “Exceptional patient care has no room for ‘it’s not my job’ because any one of us can prevent a potential hazard if we believe it’s our job to do so.”

With that philosophy in mind, Memorial Hermann launched an internal education initiative called Breakthroughs in Patient Safety (BIPS). The program targets all clinical and non-clinical staff, physicians and leaders, and provides new safety-oriented ways to perform everyday tasks. BIPS encourages transparency and teaches employees to think critically, communicate openly and consider alternatives. The training empowers staff to ask critical questions, speak up and make decisions that enhance patient safety without fear of retribution.

**Achieving data-driven improvement of care**

Targeting key areas for improvement, the Memorial Hermann team set out to achieve its goals. Online dashboards were created for tracking and communicating quality and safety performance. A real-time intranet electronic reporting tool called The Daily Flash Report was embedded on the computer screens of all managers, directors and executives. It provides current and historical key quality and safety measures, including a Balanced Performance Scorecard, Core Measures, Hospital-Acquired Infections, Patient Safety Metrics and Infection Prevention Bundle Indicators.

These dashboards provide the means to track quality and patient safety performance across the system. Monthly operating reviews incorporate multiple dashboards and drill-down tables and graphs that serve as a self-assessment framework for the facilities, while guiding strategic action plans. The process also provides the mechanism for discussing performance as well as collaborating on solutions and benchmarking hospital performance against other Memorial Hermann hospitals. An employee recognition program called Partners in Excellence (PIE) tracks the system’s performance in key measures and offers an incentive when the business unit or hospital achieves the system’s strategic goals.

“By effectively prioritizing performance improvement goals and communicating them to consumers and stakeholders, we began resolving performance shortfalls and promoting transparency of our activities by sharing our demonstrated results on publicly reported performance measures — inside and outside our System,” adds Dr. Shabot.
Memorial Hermann—Breakthroughs Every Day, continued

Memorial Hermann demonstrates its commitment to transparency by publishing its quality data on the Memorial Hermann public website, memorialhermann.org, and on the CMS Hospital Compare website.

Collaborating for continued improvements

Of course, physicians play a critical role in the system’s overall quality and patient safety improvement efforts. “As part of our physician strategy, we work with physicians to not only ensure that they are given the opportunity to be involved but that we work in a very collaborative way to improve patient care,” says Memorial Hermann Physician-in-Chief Doug Ardoin, MD “Memorial Hermann invests in the latest diagnostic imaging systems, robotics, minimally invasive surgical techniques and electronic medical records systems that put a patient’s entire medical record at a doctor’s fingertips for more informed decision making.”

Today, Memorial Hermann continues an aggressive campaign originally begun in 2002 to convert all patient records, care delivery systems and physician orders to an electronic health record (EHR). The permanent hospital

“Being the recipient of the prestigious 2009 NQF National Quality Healthcare Award is wonderful recognition of the dedication of our employees and medical staff physicians. I’m proud of our breakthrough achievements and the impact they are having on the lives of our patients.”

Dan Wolterman, Memorial Hermann President and CEO

Being the recipient of the prestigious 2009 NQF National Quality Healthcare Award is wonderful recognition of the dedication of our employees and medical staff physicians. I’m proud of our breakthrough achievements and the impact they are having on the lives of our patients.”

Dan Wolterman, Memorial Hermann President and CEO
chart is already electronic. A Medical PowerPlan is a complex, interdisciplinary tool in the EHR that allows physician and nursing ordering, automated documentation and outcome surveillance to be aggregated in a single platform. The EHR also provides evidence-based information and alerting tools that furnish clinical care providers with the latest information on best practices. Electronic medical records help improve clinical care while patients are at the hospital and when they return home, allowing seamless transitions from inpatient to outpatient care.

Making quality care more accessible

In addition to its patient safety efforts, Memorial Hermann is working to make quality care more accessible and convenient. Exemplifying this effort is the system’s achievement of the nation’s first complete citywide network of accredited Chest Pain Centers and the region’s largest stroke care network. Linked to the research and clinical expertise of Mischer Neuroscience Institute at Memorial Hermann, our network of hospitals is sharing proven stroke protocols and using telemedicine to connect neurologists to collaborate on care decisions for stroke patients. Led by the system’s Heart & Vascular Institutes, Memorial Hermann hospitals collaborate to provide coordinated care for cardiac emergencies — from emergency response and diagnosis to treatment and recovery. As a result, the system has been able to dramatically reduce door-to-balloon times for restoring blood flow, saving vital heart muscle.

As the largest not-for-profit healthcare provider in a region with the largest concentration of uninsured patients in the country, Memorial Hermann has introduced innovative programs designed to improve the health of these populations and expand access through a network of Neighborhood Health Centers, Health Centers for Schools, and Emergency Center Navigator programs.

Memorial Hermann is redefining healthcare and how it is delivered. “We’re implementing changes in our processes and services,” says Dr. Shabot. “We consider feedback from patient response surveys. We gather input from patients, caregivers and the community on new hospital designs. We use scorecards to measure our performance and our progress toward our goals. And we do it all in an atmosphere of transparency and individual accountability.”

“Being the recipient of the prestigious 2009 NQF National Quality Healthcare Award is wonderful recognition of the dedication of our employees and medical staff physicians,” adds Wolterman. “I’m proud of our breakthrough achievements and the impact they are having on the lives of our patients.”
Spencer Stuart recognizes great leaders.

It's our business.

Spencer Stuart congratulates Memorial Hermann Healthcare System on receiving the 2009 National Quality Healthcare Award. We applaud Daniel Wolterman, president and chief executive officer, for his leadership and commitment to raising the bar for quality-driven healthcare and health system performance.

SpencerStuart  www.spencerstuart.com

As an institution that strives for excellence, we applaud others who do the same.

In every discipline you'll find a certain few who stand out from the rest. Regardless of their field of endeavor, the attributes necessary to achieve excellence are the same – and include dedication, professionalism and a quest to be the very best.

Congratulations to Memorial Hermann Healthcare System on receiving the 2009 NQF National Quality Healthcare Award.

Cedars-Sinai
LEADING THE QUEST FOR HEALTH
www.cedars-sinai.edu
Congratulations to a hospital dedicated to patient care.

Baptist Memorial Health Care would like to congratulate Memorial Hermann Healthcare System for receiving the 2009 National Quality Healthcare Award. For more than a century Memorial Hermann has been a leader in community outreach in the Houston area. This award confirms that their commitment to innovation and exceptional patient care is second to none.

Cardinal Health congratulates Memorial Hermann Healthcare System, recipient of the 2009 NQF National Quality Healthcare Award!
MedAssets congratulates

Memorial Hermann Healthcare System

2009 recipient of the
NQF National Quality Healthcare Award

Epstein Becker Green

Congratulations

Memorial Hermann Healthcare System

on receiving the

2009 National Quality Healthcare Award

and proudly supports

The National Quality Forum

on the occasion of the

2009 Leadership Colloquium and Award Celebration
we extend a congratulatory hand

to one of our top performers

Congratulations to Memorial Hermann Healthcare System on their 2009 NQF National Quality Healthcare Award.

VHA commends Memorial Hermann Healthcare System for their achievements in health care quality. Memorial Hermann has a remarkable history of being among the nation’s health care pioneers.

Thirty years ago, Memorial Hermann leadership came together with like-minded health care leaders across the nation to form VHA Inc., in order to work together and lead the way for health care in the 21st century.

VHA proudly applauds Memorial Hermann on their prestigious award and we are honored to be their alliance of choice.
The American Hospital Association
Congratulates
Memorial Hermann Healthcare System
2009 Recipient of the
NQF National Quality Healthcare Award

There are thousands of ways to show you care:
working to improve health is one of them.

Sanofi-aventis U.S.
is the U.S. affiliate of sanofi-aventis, a leading global pharmaceutical company that
discovers, develops and distributes therapeutic solutions to help improve the lives of
patients and their families.

In addition to scientific pursuits, for more than 30 years sanofi-aventis has been committed
to helping children around the world.
NQF also thanks the following 2009 Award Celebration Table Sponsors:

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NQF wishes to thank Modern Healthcare and Studer Group for their generous support of the 2009 NQF Quality Healthcare Award, a year-long program culminating in the award presentation.
NQF Membership

NQF is a unique organization — a national membership organization where your participation makes a DIRECT impact on the quality of healthcare in America.

Improving healthcare is a matter of critical importance to everyone, and it requires that we all work together. Healthcare leaders from every part of the industry are involved in NQF’s work.

NQF members take part in a national dialogue that sets national priorities, endorses the measures we will use to assess healthcare quality, and report the findings to consumers, purchasers, providers, policymakers, industry representatives and others.

Why join NQF? NQF priorities, measures and actions guide national policy and impact all healthcare organizations. Take your seat at our table. Make your voice heard.

Benefits of membership also include the following:

A leadership role in setting and implementing national priorities in healthcare
- NQF is taking a leadership role in setting the nation’s priorities on healthcare. NQF members have an integral role to play in that process, and in working together to implement the priorities.

A voice in setting national standards for healthcare
- Each member organization has the right to comment and vote on national voluntary consensus standards for healthcare.
- Each member organization has the opportunity to nominate experts of their choice for selection to critical taskforces and committees.

Opportunities to make connections with leaders in healthcare quality
- Members collaborate with other healthcare and community leaders to develop national solutions to quality concerns.
- Members connect with leading researchers and cutting edge practitioners at the spring membership meeting.
- Members connect with the nation’s policymakers and leading visionaries in healthcare quality at the fall policy meeting.
- Members have the opportunity to build strong relationships with peers in their industry through NQF’s unique Member Council structure.

Access to the best thinking on healthcare quality
- Members get regular, advance updates on NQF activities, including upcoming comment periods and votes.
- Members have access to a NQF calendar of votes and meetings.
- Members enjoy substantially reduced registration fees for NQF meetings.

If you aren’t yet a member, visit our website — www.qualityforum.org or contact us for more information at members@qualityforum.org.
And thank you for joining us tonight to celebrate the achievements of Memorial Hermann Healthcare System.
Congratulations to the Memorial Hermann Healthcare System, Recipient of the 2009 NQF National Quality Healthcare Award
About NQF:

The mission of the NATIONAL QUALITY FORUM is to improve the quality of American healthcare by setting national priorities and goals for performance improvement, endorsing national consensus standards for measuring and publicly reporting on performance, and promoting the attainment of national goals through education and outreach programs.

National Quality Forum
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