

Quality Matters at Northwestern Memorial



The quality of healthcare is vitally important to providers and patients alike. It matters to patients and their family members to know that the people they trust with their health understand how to deliver the best treatments, and care about listening to them as a valued part of their healthcare team.

At Northwestern Memorial, the patient comes first. As an academic medical center, we are committed to delivering Exceptional Care, and our dedication to that goal can be seen every day in the work of the physicians, nurses and staff who provide the highest level of quality, safe, personalized care for every patient they serve.

We are dedicated to being a quality leader, both locally and nationally. To attain that goal, we use a vast array of valid, reliable data to assure that we are providing optimal and safe patient care. We use that data to help us understand where we are doing well and where we need to make improvement. Because we believe in partnership with patients and our community, we are proud to share that data.

Our Quality Web Site

One step toward attaining our goal of being a quality leader was taken when we created a quality Web site. In September of 2009, we launched a comprehensive [Quality Report Card](#) for our public in an effort to be both transparent and accountable. We want the public to know how we are doing, and we want our physicians, nurses and staff to use that quality data to help them to be accountable for consistent, excellent performance every day.

To us, quality means delivering care that is effective, safe, coordinated, timely and convenient. To assure that we are achieving quality care, we constantly measure our healthcare performance by collecting hundreds of quality measures. We make our Quality Report Card public to let you know how we measure up to [national healthcare quality comparisons](#).

The quality data helps us and it helps you.

- **How it helps our staff**

Through the use of evidence-based care practices, process improvement techniques and systems to enhance the environment of care, we provide our healthcare teams with the tools to ensure consistent, excellent patient outcomes.

- **How it helps you**

Providing quality data to the public gives patients additional tools to be more informed partners in their healthcare decisions. Our quality program is built on a foundation of transparency and accountability. Additionally, quality measures may help consumers:

- Decide where to seek care or where to recommend care for family or friends
- Find useful information to help them prepare for care for a particular condition or illness

- Talk with their doctors or potential doctors about healthcare issues and concerns related to quality, volume or outcomes
- Gather information about how Northwestern Memorial is working to provide the best possible care for every patient

Transparency & Accountability – Why They’re Important

We know that quality data is not trustworthy if we choose to display only the data which shows our performance in a favorable light. As leaders in healthcare quality transparency, we display our data regardless of our performance. To us, transparency means that we share important measures of quality with our patients and our community without “picking and choosing” the measures. If the quality data shows that we need to improve, we will present that data on our site for the public to view, just as we will present the data that shows we excel. We are certainly proud that our performance is excellent on the vast majority of nationally-validated measures, and we are committed to maintain and improve that performance and to keep the data updated regularly.

Accountability is another important aspect of delivering quality care. To us, that means that you can always contact us, and we will do our best to answer any questions you have about our quality measures and reports. We know that our patients and community members will have questions about our care and our data, and we believe it is our responsibility to help them understand what our quality results mean and how those results may affect their healthcare. If you have questions about our quality site, or our healthcare in general, please feel free to fill out our [online questions & comments form](#), and we will get back to you promptly.