



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

**NEWS RELEASE
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**AAAHC Celebrates Winners of the *Bernard A. Kershner
Innovations in Quality Improvement Award at Achieving Accreditation Conference*
2022-2023 Honorees Explored STI Screening and Teammate Satisfaction**

(Skokie, Ill.) March 21, 2023 – Today, the Accreditation Association for Ambulatory Health Care (AAAHC) proudly unveiled the winners of the 2022-2023 *Bernard A. Kershner Innovations in Quality Improvement (QI) Award*. The exemplary QI studies representing both surgical care and primary care organizations took center stage at AAAHC’s premier *Achieving Accreditation* conference.

The prestigious award program, named in honor of the late Bernard A. Kershner, a leader in ambulatory health care and distinguished past Chair of the AAAHC Institute Board of Trustees, recognizes AAAHC-accredited organizations that successfully implemented meaningful changes in their operations to boost quality of care, patient safety, and overall efficiency through QI. Primary care and surgical/procedural organizations submitted detailed descriptions of completed QI studies for consideration, and an expert panel identified finalists in each category. Each submission underscored the 10 pillars of an effective QI study, including purpose, benchmark and goals, data collection plan, evidence of data collection, data analysis, comparison to goal, corrective actions, re-measurement, additional corrective action, and communication of findings.

“AAAHC recognizes the most distinguished quality improvement studies with the Kershner QI Awards each year,” said David Shapiro, M.D., AAAHC board chair. “The studies conducted by this year’s award finalists demonstrate that meaningful changes in operations can boost quality of care, patient safety, and overall efficiency. We are excited to share the innovative, measurable approaches to patient care employed in both the primary care and the surgical/procedural sites of service that helped to improve patient experience and outcomes.”

The competitive award program honors the following health care organizations and their innovative work in QI:

2022-23 Bernard A. Kershner Primary Care Winner

University Health Services, Princeton University

“Increasing Effective Chlamydia and Gonorrhea Screening and Testing for Patients at a University Health Center”

The study aimed to increase effective chlamydia and gonorrhea screening and testing, leading to earlier detection and prevention of complications and disease transmission in a campus community. Core interventions included an in-house Self-Administered Sexual History (SASH) tool to identify whether a patient was eligible for testing; an effective care log (ECL) consisting of eight indicators to audit care and provide feedback; and a quantitative data collection period of

three days per week and qualitative data collection every two weeks to analyze salient themes. Upon completion of the eight-week QI study term, effective chlamydia and gonorrhea testing increased from 44% to 76%, exceeding the goal of 60%.

2022-23 Bernard A. Kershner Surgical/Procedural Care Winner

Texas Health Surgery Center, Arlington
“Teammate Satisfaction”

Using a Teammate Satisfaction Survey, the study examined the overall employee experience as related to patient safety with a goal of increasing Employee Experience Index (EXI) scores on future surveys. Data results culled from online research showed that a heavy workload presented challenges for staff. In addition, a Culture of Safety Survey distributed to staff identified four areas related to staffing, work pressure, and pace which specified key areas of improvement. Following corrective actions and continuous monitoring, teammate EXI scores rose from 73.3% to 90.5% at the conclusion of the study, surpassing the goal of 85% or greater. Following the conclusion of the study, EXI scores rose further to 97.1%, the highest within the organization.

“It is apparent that our accredited organizations demonstrate model performance in the ongoing improvement of patient care and satisfaction,” said Julie Lynch, MS, BSN, RN, Director, Institute for Quality Improvement. “While health care organizations are always presented with unique challenges, as we celebrate the twentieth year of the *Bernard A. Kershner Innovations in Quality Improvement Award* winners, we see how these organizations exemplify that with hard work and creativity, it is both important and possible to continuously improve patient experience and clinical care throughout the 1,095 days of the accreditation term.”

To learn more about the exemplary QI studies recognized by the Bernard A. Kershner Awards through the years, please view the easy-to-follow infographic featuring all past Kershner QI Award winners and their results across the surgical/procedural and primary care categories: <https://www.aaahc.org/quality-institute/kershner-qi-award/award-winners/>.

For additional information on the winning QI studies, or to register to attend the in-person AAAHC *Achieving Accreditation* conference in Chicago in June, please visit www.aaahc.org.

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About AAAHC

Founded in 1979, AAAHC is the leader in ambulatory health care accreditation, with more than 6,700 organizations accredited. We accredit a wide range of outpatient settings, including ambulatory surgery centers, office-based surgery facilities, endoscopy centers, student health centers, medical and dental group practices, community health centers, employer-based health clinics, retail clinics, and Indian/Tribal health centers, among others.

AAAHC advocates for the provision of high-quality health care through the development and adoption of nationally recognized standards. We provide a valuable survey experience founded on a peer-based, educational approach to onsite review. The AAAHC Certificate of Accreditation, along with specialized programs including Advanced Orthopaedic Certification and Patient-Centered Medical Home Certification, demonstrates an organization’s commitment to providing safe, high-quality services to its patients—every day of the 1,095-day accreditation cycle. AAAHC Accreditation and Certification Programs are recognized by third-party payors, medical professional associations, liability insurance companies, state and federal agencies, and the public. For more information on AAAHC, please visit www.aaahc.org.