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**Midwest Alliance for Patient Safety PSO Presents Patient Safety Champion Award
to a Rush Copley Medical Center Employee**

Naperville, Ill.—On October 30, 2019, the Midwest Alliance for Patient Safety (MAPS) Patient Safety Organization (PSO) awarded Suzanne Khoury, a senior medical technologist at Rush Copley Medical Center in Aurora, with the MAPS PSO Patient Safety Champion award for preventing patient harm. MAPS PSO is an Illinois Health and Hospital Association (IHA) company.

The MAPS PSO committee selected Khoury because of her due diligence in identifying and correcting a mechanical malfunction that produced incorrect lab results. She was specifically honored for detecting a problem with one of the facility's chemistry analyzers and recognizing the potential for inaccurate urea nitrogen results. With patient safety top of mind, Khoury disabled the auto-verification function so the inaccurate results would not be included in patients' electronic health records.

Khoury took it upon herself to perform additional tests—and her troubleshooting led to the discovery of a mechanical issue. To ensure patients were retested, Khoury informed every nursing unit and physician at the facility of the faulty analyzer. She also notified the device manufacturer and worked with the company on organizing a quality control lecture series to ensure the errors did not continue.

“Suzanne Khoury went above and beyond in putting patients first,” said Barry C. Finn, CEO of Rush Copley Medical Center. “Her work ethic and exceptional character are reflected in her pursuit of a solution. We are proud of her unwavering commitment to our safety culture.”

“Relying on artificial intelligence and computer results are no match for the human factor,” added Linda England, MS, Rush Copley's laboratory director. “This extra diligence in reviewing trends and conducting additional tests prevented physicians from receiving incorrect values. Suzanne is considered an expert in her area.”

Khoury's keen eye, due diligence and initiative ensured patient safety by preventing diagnostic errors—which could lead to inappropriate or delayed treatment.

MAPS PSO Patient Safety Champion Program

Federally certified since 2010, MAPS PSO assists its members with the important work of reducing adverse events so they can provide a safer healthcare experience for their patients. As part of its commitment to member excellence, MAPS PSO established the Patient Safety Champion Program to reward “good catches” at member facilities.

“The Patient Safety Champion Program recognizes the superior efforts of healthcare providers to protect patients,” said IHA President and CEO A.J. Wilhelmi. “For nearly a decade, MAPS PSO has worked closely with hospitals and health systems to improve quality and safety across the board.”

MAPS PSO has a vital role in coordinating adverse event reporting and aggregating the data to drive collaboration and change. MAPS PSO members use this information to guide their efforts to improve care. MAPS PSO members include 93 Midwestern health systems, hospitals, critical access hospitals, physicians groups, long-term care and specialty outpatient clinics. Each benefits from the security of a protected PSO environment to collect, analyze and learn from adverse event data and best practices.

MAPS PSO also works with nationally recognized leaders in patient safety on research, data mapping and data collection to simplify the data submission process. To learn more about MAPS PSO, visit www.alliance4ptsafety.org.

Photos are available upon request.

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About the Midwest Alliance for Patient Safety

The [Midwest Alliance for Patient Safety](http://www.alliance4ptsafety.org) (MAPS) is a federally listed Patient Safety Organization (PSO) aligned with the Illinois Health and Hospital Association (IHA). Since 2010, its mission has been to promote the adoption of best practices by Midwest healthcare organizations to improve the delivery of safe and quality care to all patients. As a non-profit organization, MAPS strives to position itself as the leading provider-sponsored PSO. Based in Naperville, Illinois, MAPS provides the opportunity to exceed standards of quality of care by providing expert clinical staff and strong programs and services focused on PSO education, strong patient-focused operations and performance improvement. Like MAPS on [Facebook](https://www.facebook.com/alliance4ptsafety). Follow MAPS on [Twitter](https://twitter.com/alliance4ptsafety).

About IHA

The Illinois Health and Hospital Association, with offices in Naperville, Springfield, Washington, D.C., and Chicago advocates for Illinois' more than 200 hospitals and nearly 50 health systems as they serve their patients and communities. IHA members provide a broad range of services—

not just within their walls, but across the continuum of healthcare and in their communities. Reflecting the diversity of the state, IHA members consist of non-profit, investor-owned and public hospitals in the following categories: community, safety net, rural, critical access, specialty and teaching hospitals, including academic medical centers. For more information, see www.team-iha.org. Like IHA on [Facebook](#). Follow IHA on [Twitter](#).

About Rush Copley Medical Center

Rush Copley Medical Center in Aurora, IL, is a 210-bed hospital that serves the greater Fox Valley area with more than 500 physicians and 2,500 clinical and professional staff members. Rush Copley is part of Rush University System for Health (RUSH), an academic health system whose mission is to improve the health of the individuals and the diverse communities it serves through the integration of outstanding patient care, education, research and community partnerships. The Rush system comprises Rush University Medical Center (including Rush University), Rush Copley Medical Center and Rush Oak Park Hospital, as well as numerous outpatient care facilities. Rush University, with more than 2,500 students, is a health sciences university that comprises Rush Medical College, the College of Nursing, the College of Health Sciences and the Graduate College.