

Recipients of the Malinda S. Mitchell Quality Award

In 1991 Stanford University Hospital introduced the **SUH Award for Service Quality**, created by Malinda Mitchell, then Chief Operating Officer. This award was established to give special recognition to departments or units that have a management respected by their staff and customers and have demonstrated exceptional quality and teamwork, both in delivering customer service and improving their operations/service/care based on customer's needs and expectations. In 1995, the award was expanded to cover both the hospital and clinic departments at Stanford Health Services. In 1996, the award was renamed the **Malinda S. Mitchell Award for Service Quality** by Peter Van Etten, President and Chief Executive Officer of Stanford Health Services. At that time, Malinda Mitchell was serving in the capacity of Chief Operating Officer and was celebrating her 20-year anniversary with the hospital where she began as a Nurse Manager. Mr. Van Etten re-named the award because of Malinda's extraordinary contributions to the mission and values of Stanford Hospital and Clinics and her role in creating the award. The hospital has continued this tradition. The departments that have received this award are:

- 1991** Bone Marrow Transplantation Program
- 1992** Home Health Care/Home Pharmacy Program
- 1993** F-Ground Patient Unit
- 1994** Labor and Delivery Unit
Materials Management Department
- 1995** Pulmonary/Chest Clinic
D/E Ground Patient Unit
- 1996** B3 Nursing Unit
Pain Management Clinic and Program
- 1997** Pharmacy Services
- 1998** Credentialing and Medical Staff Services
- 1999** Vascular Center
- 2000** Comprehensive Inpatient Rehabilitation Unit
- 2001** E2 Nursing Unit
Neuroscience Clinic
- 2002** Primary Care Clinic (Stanford Family Practice/Stanford Medical Group)
- 2003** Radiation Therapy
- 2004** Infection Control & Epidemiology
- 2005** Transplant Diabetes Program
Pharmacy/Oral Anticoagulation Clinic
- 2006** D1 CCU/CSU Patient Unit
- 2007** Ambulatory Care Customer Response Team and F3 Unit
- 2008** E1 Blood and Marrow Transplant
Patient Admitting Services
- 2009** ED (Service)
Clinic Administration (Quality)
- 2010** Nursing Administration
NICU for the Quality & Service Award
- 2011** E1, Blood and Marrow Transplant Unit (Quality)
Ambulatory Care Access Team (Service)
- 2012** Women's Cancer Center (Quality)
Nursing G1 Model Unit (Service)
- 2013** Emergency Department Journey through the Patient Experience (Service)
Perioperative Medicine: New Surgical Co-Management Hospitalist Initiative (Quality)
- 2014** DGR: Orthopedics Improving Patient Safety Outcomes (Quality)
SHC Family Medicine Error Reduction in Prescription Ordering (Service)
- 2015** Improving Acute Stroke to CT Scan Time (Quality)
Enhancing Radiology's Ability to Address Multiple Major Improvement Projects (Quality)
Stanford Family Medicine Lab Order Error Reduction (Service)
- 2016** MD-RN Protocol for Prevention and Management of Acute Delirium Among Non-ICU Patients (Quality)
Using Patient involvement to Improve Patient Wait Times for Breast Imaging at the Cancer Center (Service)
- 2017** Stanford and Packard Pediatric ED Quality and Operational Improvement (Quality)
E29 ICU Patient Room Optimization (Service)
52 in 52: Completing 52 Projects in 52 Weeks (Change in Culture Honorable Mention Award)
What Matters Most Letter Project (Quality Honorable Mention Award)
Transitions of Care Pharmacist Program Expansion (Service Honorable Mention Award)
- 2018** Decreasing Inappropriate Use of ICU Level of Care Accommodations through Systematic Processes and Physician Engagement (Quality)
Care Coordination for New Patients at Cancer Center Palo Alto – GI Oncology (Service)