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)
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)