

**QUALITY/PERFORMANCE IMPROVEMENT**  
- CMS Indicators

**INPATIENT ACUTE CARE**

**Congestive Heart Failure**

1. Discharge Instructions
2. Evaluation of LVF Function
3. ACEI or ARB for LVSD
4. Adult Smoking Cessation Advice/Counsel

**Pneumonia Care**

1. Pneumococcal Vaccination
2. Blood Cultures for ICU Patients (24 Hrs)
3. Adult Smoking Cessation Advice/Counsel
4. Initial Antibiotic within 6 Hrs Arrival
5. Initial Antibiotic-CAP Immunocompetent Pt
6. Influenza Vaccination

**Surgical Care Improvement Project**

1. Prophylactic Antibiotic 1 Hr Prior to Surgery
2. Prophylactic Antibiotic Selection
3. Prophylactic Antibiotics D/C within 24 Hrs

**OUTPATIENT**

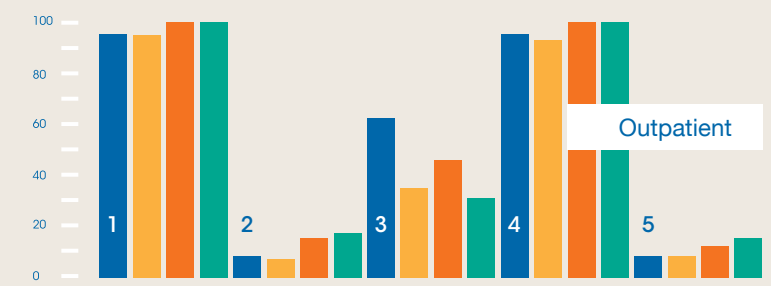
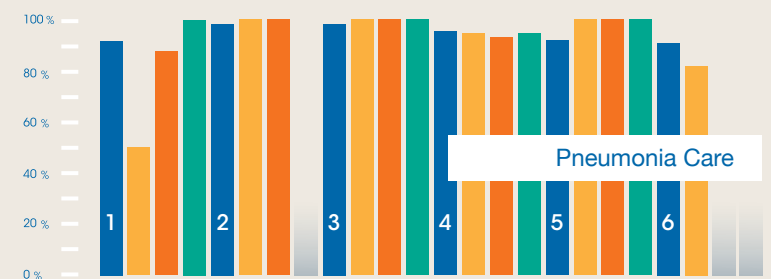
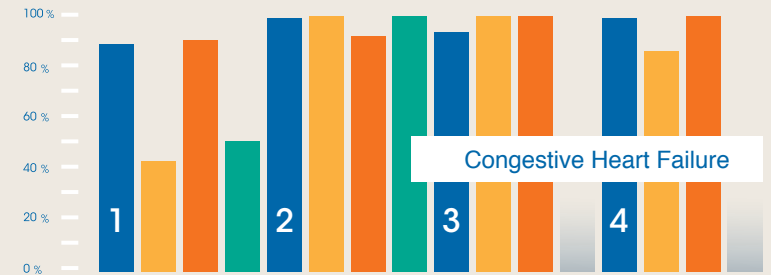
**Heart Attack**

1. Aspirin at Arrival
2. Median Time to ECG
3. Median Time Transfer for Acute Coronary Intervention Overall

**Chest Pain**

4. Aspirin at Arrival
5. Median Time to ECG

	NATIONAL AVERAGE	THIRD QUARTER
<b>Congestive Heart Failure</b>		
1. Discharge Instructions	89%	50%
2. Evaluation of LVF Function	98%	100%
3. ACEI or ARB for LVSD	95%	NONE
4. Adult Smoking Cessation Advice/Counsel	99%	NONE
<b>Pneumonia Care</b>		
1. Pneumococcal Vaccination	93%	100%
2. Blood Cultures for ICU Patients (24 Hrs)	97%	NONE
3. Adult Smoking Cessation Advice/Counsel	97%	100%
4. Initial Antibiotic within 6 Hrs Arrival	95%	95%
5. Initial Antibiotic-CAP Immunocompetent Pt	92%	100%
6. Influenza Vaccination	91%	N/A
<b>Surgical Care Improvement Project</b>		
1. Prophylactic Antibiotic 1 Hr Prior to Surgery	97%	100%
2. Prophylactic Antibiotic Selection	97%	70%
3. Prophylactic Antibiotics D/C within 24 Hrs	95%	100%
<b>Heart Attack</b>		
1. Aspirin at Arrival	95%	100%
2. Median Time to ECG	8 Min	17 Min
3. Median Time Transfer for Acute Coronary Intervention Overall	61 Min <small>(State Ave)</small>	30 Min
<b>Chest Pain</b>		
4. Aspirin at Arrival	95%	100%
5. Median Time to ECG	8 Min	14 Min



## OUTPATIENT (continued)

### Outpatient Surgery

1. Prophylactic Antibiotic 1 Hr Prior to Surgery
2. Prophylactic Antibiotic Selection
3. Hospital Infection Rate (Class I Surg. Site)

### Joint Commission Accreditation

## II. PATIENT SATISFACTION

Press Ganey – “Likelihood to Recommend”

- Inpatient Surveys
- Outpatient Surveys
- Clinic Surveys
- Emergency Department Surveys
- Behavioral Health Surveys

## III. EMPLOYEE RELATIONS/DEVELOPMENT

1. Turnover (reported as YTD annualized)

## IV. FINANCIAL (quarters reported as YTD – adjusted for tort timing)

1. Billing Quality – Error Rate
2. Operating Margin
3. EBITDA
4. Salary & Benefits to Net Revenue
5. Days of Cash
6. Days in A/R
7. Debt Coverage

	NATIONAL AVERAGE	THIRD QUARTER
Outpatient Surgery	93%	83%
Prophylactic Antibiotic 1 Hr Prior to Surgery	94%	100%
Prophylactic Antibiotic Selection	2.1%	1.2%
Joint Commission Accreditation	Full	3-Year Accreditation
Press Ganey – “Likelihood to Recommend”	35 <sup>th</sup> %tile	36 <sup>th</sup> %tile
Inpatient Surveys	10 <sup>th</sup> %tile	10 <sup>th</sup> %tile
Outpatient Surveys	10 <sup>th</sup> %tile	2 <sup>nd</sup> %tile
Clinic Surveys	35 <sup>th</sup> %tile	5 <sup>th</sup> %tile
Emergency Department Surveys	5 <sup>th</sup> %tile	1 <sup>st</sup> %tile
Behavioral Health Surveys		
Employee Relations/Development	BUDGET	ACTUAL
Turnover (reported as YTD annualized)	15.5%	11.1%
Financial		
Billing Quality – Error Rate	2.50%	2.19%
Operating Margin	0.48%	7.30%
EBITDA	7.00%	14.00%
Salary & Benefits to Net Revenue	57.13%	56.06%
Days of Cash	65	76.65
Days in A/R	62	61.81
Debt Coverage	2.2	5.84

