

VITAL SIGNS FY 2010 - 1st Quarter



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

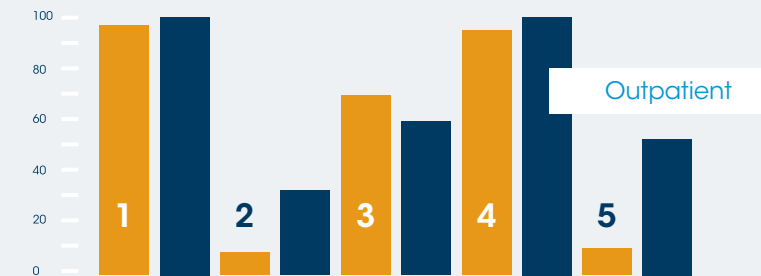
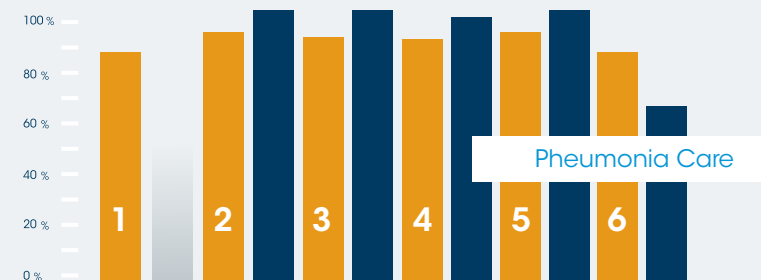
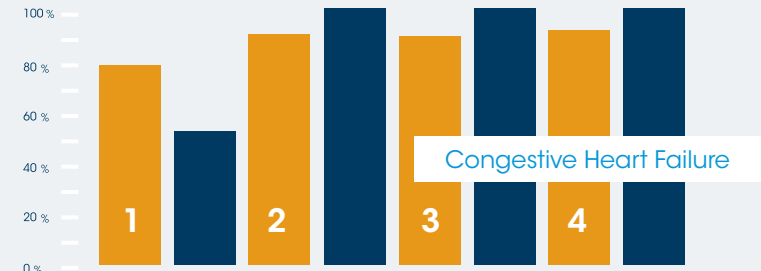
Heart Attack

1. Aspirin at Arrival
2. Median Time to ECG
3. Median Time to Transfer to Another Facility

Chest Pain

4. Aspirin at Arrival
5. Median Time to EKG

	NATIONAL AVERAGE	FIRST QUARTER
INPATIENT ACUTE CARE		
Congestive Heart Failure		
1. Discharge Instructions	77%	53%
2. Evaluation of LVF Function	90%	100%
3. ACEI or ARB for LVSD	89%	100%
4. Adult Smoking Cessation Advice/Counsel	92%	100%
Pneumonia Care		
1. Pneumococcal Vaccination	85%	0%
2. Blood Cultures for ICU Patients (24 Hrs)	92%	100%
3. Adult Smoking Cessation Advice/Counsel	90%	100%
4. Initial Antibiotic within 6 Hrs Arrival	89%	96%
5. Initial Antibiotic-CAP Immunocompetent Pt	92%	100%
6. Influenza Vaccination	85%	69%
Surgical Care Improvement Project		
1. Prophylactic Antibiotic 1 Hr Prior to Surgery	90%	82%
2. Prophylactic Antibiotic Selection	94%	91%
3. Prophylactic Antibiotics D/C within 24 Hrs	89%	100%
OUTPATIENT		
Heart Attack		
1. Aspirin at Arrival	96%	100%
2. Median Time to ECG	9 Min	35 Min
3. Median Time to Transfer to Another Facility	70 Min	59 Min
Chest Pain		
4. Aspirin at Arrival	94%	100%
5. Median Time to EKG	9 Min	54 Min



VITAL SIGNS continued...

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

NATIONAL
AVERAGE

88%
91%
2.1%
Full

FIRST
QUARTER

93%
89%
1.9%
Awaiting Survey

PATIENT SATISFACTION

Press Ganey - "Likelihood to Recommend"

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

35th %tile
10th %tile
30th %tile
35th %tile
5th %tile

No Rept
No Rept
No Rept
No Rept
No Rept

EMPLOYEE RELATIONS/DEVELOPMENT

1. Turnover (reported as YTD annualized)

BUDGET

15%

ACTUAL

10.1%

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

3.00%
0.45%
5.54%
58.77%
42
67
2.0

2.2%
1.7%
7.5%
57.37%
44
58.5
3.05

