

VITAL SIGNS FY 2010 - 3rd 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 THIRD QUARTER

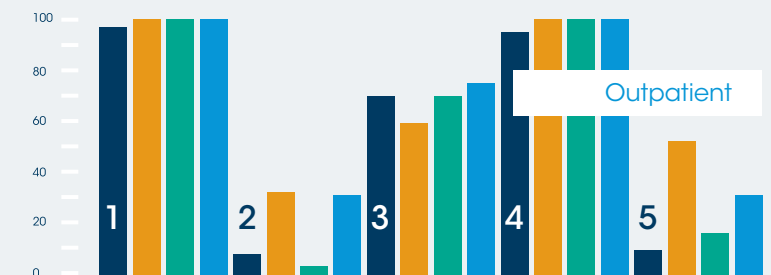
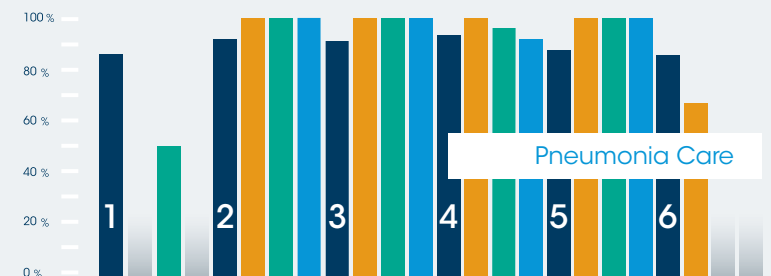
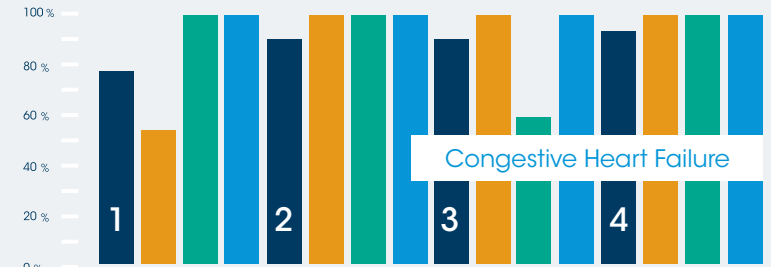
79%	100%
90%	100%
90%	100%
93%	100%

87%	0%
92%	100%
91%	100%
94%	92%
89%	100%
85%	N/A

92%	100%
95%	100%
90%	100%

96%	100%
8 Min	30.5 Min
70 Min	76.5 Min

94%	100%
8 Min	26 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

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
91%	83%
94%	100%
2.1%	1.8%
Full	3-Year Approval
35th %tile	43 rd %tile
10th %tile	4 th %tile
30th %tile	3 rd %tile
35th %tile	10 th %tile
5th %tile	1 st %tile
BUDGET	ACTUAL
15%	9.4%
3.00%	2.3%
0.45%	3.42%
5.54%	9.6%
58.77%	57.22%
42	59.7
67	54.5
2.0	3.6

