

# VITAL SIGNS FY 2010 - 2<sup>nd</sup> 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      SECOND QUARTER

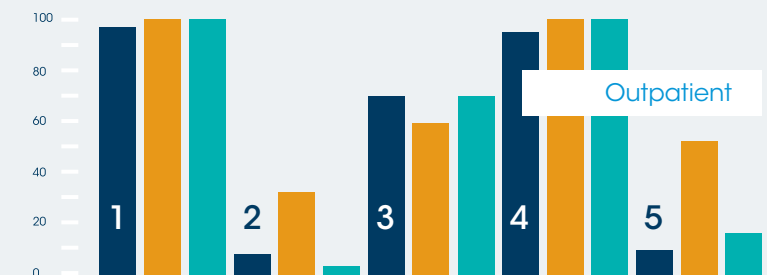
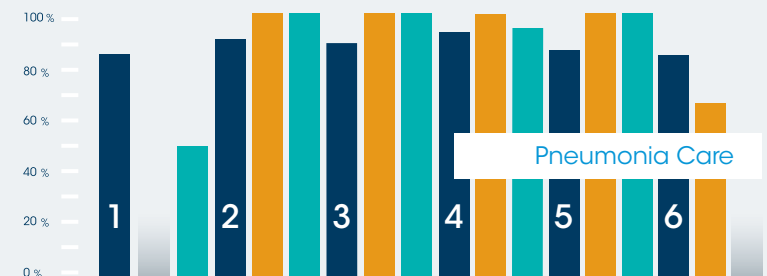
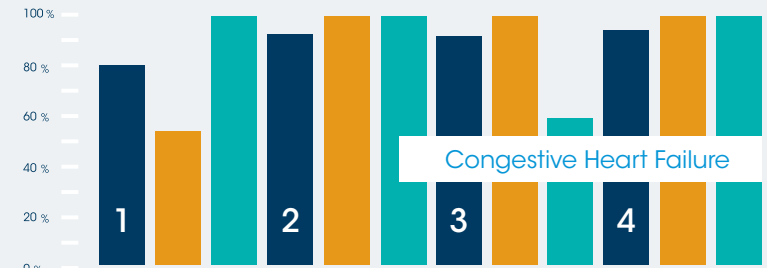
78%	100%
90%	100%
90%	60%
92%	100%

86%	50%
92%	100%
90%	100%
94%	95%
88%	100%
85%	N/A

91%	93%
95%	86%
90%	79%

96%	100%
9 Min	6 Min
70 Min	70 Min

94%	100%
9 Min	18 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

SECOND  
QUARTER

100%  
100%  
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

35th %tile  
10th %tile  
12th %tile  
15th %tile  
12th %tile

## EMPLOYEE RELATIONS/DEVELOPMENT

1. Turnover (reported as YTD annualized)

BUDGET

15%

ACTUAL

13.6%

## 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

2.6%  
2.4%  
8.5%  
57.53%  
58  
54  
3.4

