



# Accreditation Quality Report





Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in each of the following key areas to help you compare a health care organization with similar accredited organizations.

- National Patient Safety Goals - safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.
- National Quality Improvement Goals - measures the care of patients with specific conditions such as heart failure or pregnancy.







Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at [qualityreport@jointcommission.org](mailto:qualityreport@jointcommission.org) with your comments and suggestions.

Mark R. Chassin, MD, MPP, MPH  
President of the Joint Commission



## Summary of Quality Information



### Symbol Key

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| Accreditation Programs  | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|---|------------------------|----------------|-----------------------|--------------------------|
|  Home Care | Accredited             | 9/21/2010      | 9/20/2010             | 9/20/2010                |
|  Hospital  | Accredited             | 9/25/2010      | 9/24/2010             | 9/24/2010                |

### Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS)





Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS)  
Hospital

| Advanced Certification Programs  | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Advanced Comprehensive Stroke Center | Certification          | 4/26/2013      | 2/26/2013             | 2/26/2013                |
|  Ventricular Assist Device            | Certification          | 8/1/2012       | 7/31/2012             | 7/31/2012                |

| Certified Programs   | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Epilepsy | Certification          | 6/8/2012       | 6/7/2012              | 6/7/2012                 |

### Special Quality Awards

2012 Silver - The Medal of Honor for Organ Donation  
 2011 Hospital Magnet Award  
 2010 Gold Plus Get With The Guidelines - Stroke  
 2010 Silver - The Medal of Honor for Organ Donation  
 2009 Silver I - The Medal of Honor for Organ Donation  
 2008 The Medal of Honor for Organ Donation  
 2007 The Medal of Honor for Organ Donation

|           |                                    | Compared to other Joint Commission Accredited Organizations                           |   |
|-----------|------------------------------------|---|---|
|           |                                    | Nationwide  | Statewide   |
| Home Care | 2010 National Patient Safety Goals |  |  * |
| Hospital  | 2010 National Patient Safety Goals |  |  * |

Hospitals voluntarily participate in the Survey of Patients' Hospital Experiences (HCAHPS). Pediatric and psychiatric hospitals are not eligible to participate in the HCAHPS survey based on their patient population.



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### Compared to other Joint Commission Accredited Organizations

#### Nationwide

#### Statewide

### National Quality Improvement Goals:

Reporting Period:  
Jan 2012 -  
Dec 2012

Heart Attack Care



Heart Failure Care



Pneumonia Care



### Surgical Care Improvement Project (SCIP)

SCIP - Cardiac

SCIP - Infection Prevention

For All Reported Procedures:

- Blood Vessel Surgery
- Colon/Large Intestine Surgery
- Coronary Artery Bypass Graft
- Hip Joint Replacement
- Hysterectomy
- Knee Replacement
- Open Heart Surgery



SCIP – Venous Thromboembolism (VTE)

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## Locations of Care

### \* Primary Location

| Locations of Care  | Available Services   |
|--|--|
| <b>Froedtert and Medical College of WI</b><br>W129N7055 Northfield Drive, Suite 500 Building B<br>Menomonee Falls, WI 53051    | <b>Services:</b> <ul style="list-style-type: none"> <li>Administration of High Risk Medications (Outpatient)</li> <li>Anesthesia (Outpatient)</li> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |
| <b>Froedtert Hospital Center for Diagnostic Imaging</b><br>10498 N. Port Washington Rd.<br>Mequon, WI 53092                    | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>Froedtert Hospital Center for Diagnostic Imaging</b><br>2445 North Mayfair Road<br>Milwaukee, WI 53226                      | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>Froedtert Hospital Center for Diagnostic Imaging</b><br>W129 N7055 Northfield Drive, Suite 101<br>Menomonee Falls, WI 53051 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |
| <b>Froedtert Hospital Center for Diagnostic Imaging</b><br>2315 East Moreland Blvd., Suite 1500<br>Waukesha, WI 53186          | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul>  |



## Locations of Care

### \* Primary Location

| Locations of Care  | Available Services   |
|--|--|
| <b>Froedtert Memorial Lutheran Hospital *</b><br>9200 West Wisconsin Avenue<br>Milwaukee, WI 53226 | <b>Joint Commission Advanced Certification Programs:</b> <ul style="list-style-type: none"> <li>Advanced Comprehensive Stroke Center</li> <li>Primary Stroke Center</li> <li>Ventricular Assist Device</li> </ul><br><b>Joint Commission Certified Programs:</b> <ul style="list-style-type: none"> <li>Epilepsy</li> </ul><br><b>Services:</b> <ul style="list-style-type: none"> <li>Blood Glucose Monitors (non-mail order)</li> <li>Brachytherapy (Imaging/Diagnostic Services)</li> <li>Cardiac Catheterization Lab (Surgical Services)</li> <li>Cardiac Surgery (Surgical Services)</li> <li>Cardiothoracic Surgery (Surgical Services)</li> <li>Cardiovascular Unit (Inpatient)</li> <li>Coronary Care Unit (Inpatient)</li> <li>CT Scanner (Imaging/Diagnostic Services)</li> <li>Dialysis Unit (Inpatient)</li> <li>Durable Medical Equipment</li> <li>Ear/Nose/Throat Surgery (Surgical Services)</li> <li>EEG/EKG/EMG Lab (Imaging/Diagnostic Services)</li> <li>Gastroenterology (Surgical Services)</li> <li>GI or Endoscopy Lab (Imaging/Diagnostic Services)</li> <li>Gynecological Surgery (Surgical Services)</li> <li>Gynecology (Inpatient)</li> <li>Hematology/Oncology Unit (Inpatient)</li> <li>Interventional Radiology (Imaging/Diagnostic Services)</li> <li>Labor &amp; Delivery (Inpatient)</li> <li>Magnetic Resonance Imaging (Imaging/Diagnostic Services)</li> <li>Medical /Surgical Unit (Inpatient)</li> <li>Medical ICU (Intensive Care Unit)</li> <li>Neuro/Spine ICU (Intensive Care Unit)</li> <li>Neuro/Spine Unit (Inpatient)</li> <li>Neurosurgery (Surgical Services)</li> <li>Normal Newborn Nursery (Inpatient)</li> <li>Nuclear Medicine (Imaging/Diagnostic Services)</li> <li>Orthopedic Surgery (Surgical Services)</li> <li>Orthopedic/Spine Unit (Inpatient)</li> <li>Plastic Surgery (Surgical Services)</li> <li>Positron Emission Tomography (PET) (Imaging/Diagnostic Services)</li> <li>Post Anesthesia Care Unit (PACU) (Inpatient)</li> <li>Radiation Oncology (Imaging/Diagnostic Services)</li> <li>Rehabilitation Unit (Inpatient, 24-hour Acute Care/Crisis Stabilization)</li> <li>Sleep Laboratory (Sleep Laboratory)</li> <li>Surgical ICU (Intensive Care Unit)</li> <li>Surgical Unit (Inpatient)</li> <li>Thoracic Surgery (Surgical Services)</li> <li>Transplant Surgery (Surgical Services)</li> <li>Ultrasound (Imaging/Diagnostic Services)</li> <li>Urology (Surgical Services)</li> <li>Vascular Surgery (Surgical Services)</li> </ul> |



## Locations of Care

### \* Primary Location




| Locations of Care  | Available Services  |
|--|---|
| <b>Greenfield highlands</b><br>4455 S 108th Street, Suite 140<br>Greenfield, WI 53228-2504 | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> </ul>  |
| <b>Plastic Surgery Clinic</b><br>8700 W. Watertown Plank Rd.<br>Milwaukee, WI 53226        | <b>Services:</b> <ul style="list-style-type: none"> <li>Outpatient Clinics (Outpatient)</li> <li>Perform Invasive Procedure (Outpatient)</li> </ul> |













## 2010 National Patient Safety Goals

### Symbol Key

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### Home Care

| Safety Goals  | Organizations Should                                  | Implemented  |
|---|---|--|
| Improve the accuracy of patient identification.                               | Use of Two Patient Identifiers                        |   |
| Reduce the risk of health care-associated infections.                         | Meeting Hand Hygiene Guidelines                       |   |
| Accurately and completely reconcile medications across the continuum of care. | Comparing Current and Newly Ordered Medications       |   |
|   | Communicating Medications to the Next Provider        |   |
|   | Providing a Reconciled Medication List to the Patient |   |
|   | Settings in Which Medications are Minimally Used      |   |
| Reduce the risk of patient harm resulting from falls.                         | Implementing a Fall Reduction Program                 |   |
| The organization identifies safety risks inherent in its patient population.  | Identifying Risks Associated with Home Oxygen         |  |





## 2010 National Patient Safety Goals

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### Hospital

| Safety Goals  | Organizations Should                                       | Implemented   |
|---|--|---|
| Improve the accuracy of patient identification.                               | Use of Two Patient Identifiers                             |    |
|   | Eliminating Transfusion Errors                             |    |
| Improve the effectiveness of communication among caregivers.                  | Timely Reporting of Critical Tests and Critical Results    |    |
| Improve the safety of using medications.                                      | Labeling Medications                                       |    |
|   | Reducing Harm from Anticoagulation Therapy                 |    |
| Reduce the risk of health care-associated infections.                         | Meeting Hand Hygiene Guidelines                            |    |
|   | Preventing Multi-Drug Resistant Organism Infections        |    |
|   | Preventing Central-Line Associated Blood Stream Infections |    |
|   | Preventing Surgical Site Infections                        |   |
| Accurately and completely reconcile medications across the continuum of care. | Comparing Current and Newly Ordered Medications            |  |
|   | Communicating Medications to the Next Provider             |  |
|   | Providing a Reconciled Medication List to the Patient      |  |
|   | Settings in Which Medications are Minimally Used           |  |
| The organization identifies safety risks inherent in its patient population.  | Identifying Individuals at Risk for Suicide                |  |
| Universal Protocol  | Conducting a Pre-Procedure Verification Process            |  |
|   | Marking the Procedure Site                                 |  |
|   | Performing a Time-Out                                      |  |



## National Quality Improvement Goals

Reporting Period: January 2012 - December 2012

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Compared to other Joint Commission Accredited Organizations

| Measure Area      | Explanation  | Nationwide | Statewide |
|-------------------|--|------------|-----------|
| Heart Attack Care | This category of evidence based measures assesses the overall quality of care provided to Heart Attack (AMI) patients. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure                          | Explanation  | Hospital Results                  | Compared to other Joint Commission Accredited Organizations |               |                          |               |
|----------------------------------|--|-----------------------------------|---|---------------|--------------------------|---------------|
|                                  |  |                                   | Nationwide  |               | Statewide                |               |
|                                  |  |                                   | Top 10% Scored at Least:                                    | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| ACE inhibitor or ARB for LVSD*   | Heart attack patients who receive either a prescription for a medicine called an "ACE inhibitor" or a medicine called an angiotensin receptor blocker (ARB) when they are discharged from the hospital. This measure reports what percent of heart attack patients who have problems with the heart pumping enough blood to the body were prescribed medicines to improve the heart's ability to pump blood. | <br>100% of 32 eligible Patients  | 100%  | 98%           | 100%                     | 97%           |
| Aspirin at arrival*              | Heart attack patients receiving aspirin when arriving at the hospital. This measure reports what percent of heart attack patients receive aspirin within 24 hours before or after they arrive at the hospital. Aspirin is beneficial because it reduces the tendency of blood to clot in blood vessels of the heart and improves survival rates.   | <br>100% of 244 eligible Patients | 100%  | 99%           | 100%                     | 100%          |
| Aspirin prescribed at discharge* | Heart attack patients who receive a prescription for aspirin when being discharged from the hospital. This measure reports how often aspirin was prescribed to heart attack patients when they are leaving a hospital. Aspirin is beneficial because it reduces the tendency of blood to clot in blood vessels of the heart and improves survival rates.   | <br>100% of 230 eligible Patients | 100%  | 99%           | 100%                     | 99%           |



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|-------------------|--|------------|-----------|
| Heart Attack Care | This category of evidence based measures assesses the overall quality of care provided to Heart Attack (AMI) patients. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure   | Explanation  | Hospital Results                  | Compared to other Joint Commission Accredited Organizations |               |           |               |
|---|--|-----------------------------------|---|---------------|-----------|---------------|
|   |  |                                   | Nationwide  | Average Rate: | Statewide | Average Rate: |
| Beta blocker prescribed at discharge*                       | Heart attack patients who have a medicine called a "beta blocker" prescribed when they are discharged from the hospital. This measure reports what percent of heart attack patients were prescribed a special type of medicine when leaving the hospital, that has been shown to reduce further heart damage.  | <br>100% of 225 eligible Patients | 100%  | 99%           | 100%      | 99%           |
| Primary PCI received within 90 minutes of hospital arrival* | Heart attack patient with a clogged artery in the heart that is opened with a balloon therapy called PCI within 90 minutes of hospital arrival. This measure reports how quickly heart attack patients had a clogged artery in the heart opened with a balloon therapy called PCI to increase blood flow to the heart and reduce heart damage. Lack of blood supply to heart muscle can cause lasting heart damage. In certain types of heart attacks, a small balloon is threaded into a blood vessel in the heart to open up a clogged artery that keeps the blood from flowing to the heart muscle. It is important that this therapy be given quickly after a heart attack is diagnosed. | <br>100% of 29 eligible Patients  | 100%  | 95%           | 100%      | 94%           |
| Statin Prescribed at Discharge                              | Heart attack patients who receive a prescription for a statin medication at discharge. This measure reports what percentage of heart patients who have problems with high cholesterol were prescribed medications to help reduce their "bad" cholesterol.  | <br>100% of 230 eligible Patients | 100%  | 98%           | 100%      | 98%           |



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Compared to other Joint Commission Accredited Organizations

| Measure Area       | Explanation  | Nationwide | Statewide |
|--------------------|--|------------|-----------|
| Heart Failure Care | This category of evidence based measures assesses the overall quality of care provided to Heart Failure (HF) patients. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure                        | Explanation   | Hospital Results                               | Compared to other Joint Commission Accredited Organizations |               |                          |               |
|--------------------------------|---|--|---|---------------|--------------------------|---------------|
|                                |   |  | Nationwide  |               | Statewide                |               |
|                                |   |  | Top 10% Scored at Least:                                    | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| ACE inhibitor or ARB for LVSD* | Heart failure patients who receive either a prescription for a medicine called an "ACE inhibitor" or a medicine called an angiotensin receptor blocker (ARB) when they are discharged from the hospital. This measure reports what percent of heart failure patients who have problems with the heart pumping enough blood to the body were prescribed medicines to improve the heart's ability to pump blood.  | <br>100% of 98 eligible Patients <sup>7</sup>  | 100%  | 97%           | 100%                     | 96%           |
| Discharge instructions*        | Heart failure patients who receive specific discharge instructions about their condition. This measure reports what percent of patients with heart failure are given information about their condition and care when they leave the hospital. Patient education about medicines, diet, activities, and signs to watch for is important in order to prevent further hospitalization. Limitations of measure use - see Accreditation Quality Report User Guide. | <br>98% of 257 eligible Patients <sup>7</sup>  | 100%  | 94%           | 100%                     | 94%           |
| LVE assessment*                | Heart failure patients who have had the function of the main pumping chamber of the heart (i.e., left ventricle) checked during their hospitalization. This measure reports what percent of patients with heart failure receive an in-depth evaluation of heart muscle function in order to get the right treatment for their heart failure. Limitations of measure use - see Accreditation Quality Report User Guide.  | <br>100% of 311 eligible Patients <sup>7</sup> | 100%  | 99%           | 100%                     | 99%           |



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Compared to other Joint Commission Accredited Organizations

| Measure Area   | Explanation   | Nationwide | Statewide |
|----------------|---|------------|-----------|
| Pneumonia Care | This category of evidence based measures assesses the overall quality of care provided to Pneumonia patients. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure   | Explanation   | Compared to other Joint Commission Accredited Organizations |                                     |               |                                    |               |
|---|---|---|-------------------------------------|---------------|------------------------------------|---------------|
|   |   | Hospital Results  | Nationwide Top 10% Scored at Least: | Average Rate: | Statewide Top 10% Scored at Least: | Average Rate: |
| Blood cultures for pneumonia patients admitted through the Emergency Department.* | Pneumonia patients who were admitted through the Emergency Department who had a blood test in the Emergency Department for the presence of bacteria in their blood. Before antibiotics are given, blood samples are taken to test for the type of infection. This measure reports the percent of pneumonia patients admitted through the Emergency Department who received this test before antibiotics were given.   | <br>99% of 176 eligible Patients <sup>7</sup>               | 100%                                | 98%           | 100%                               | 98%           |
| Blood cultures for pneumonia patients in intensive care units.                    | Pneumonia patients cared for in an intensive care unit that had a blood test for the presence of bacteria in their blood within 24 hours of hospital arrival. This measure reports the percent of pneumonia patients in intensive care units who had a blood culture within 24 hours prior to or after hospital arrival.  | <br>100% of 55 eligible Patients <sup>7</sup>               | 100%                                | 98%           | 100%                               | 99%           |
| Initial antibiotic selection for CAP in immunocompetent – non ICU patient*        | Patients not in intensive care units who have community-acquired pneumonia who received the appropriate medicine (antibiotic) that has been shown to be effective for community-acquired pneumonia. This measure reports how often patients with community-acquired pneumonia not cared for in intensive care units, were given the correct antibiotic within 24 hours of hospital arrival, based on recommendations from written guidelines, for the treatment of pneumonia. | <br>100% of 64 eligible Patients <sup>7</sup>               | 100%                                | 96%           | 100%                               | 97%           |



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|----------------|--|------------|-----------|
| SCIP - Cardiac | This evidence based measure assesses continuation of beta-blocker therapy in selected surgical patients. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure  | Explanation  |   |                          |               |                          |               |
|--|--|---|--------------------------|---------------|--------------------------|---------------|
|  |  | Nationwide  |                          | Statewide     |                          |               |
|  |  | Hospital Results  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Surgery patients taking a Beta-Blocker before hospital admission who received a Beta-Blocker in the time frame of 24 hours before surgery through the time they were in the recovery room. | This measure reports the number of patients taking a Beta-Blocker medication before hospital admission who received a Beta-Blocker in the time frame of 24 hours before surgery through the time they were in the recovery room. Risk of complications is decreased when the Beta-Blocker is continued during the surgical time frame. | <br>99% of 258 eligible Patients <sup>7</sup> | 100%                     | 97%           | 100%                     | 98%           |



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## National Quality Improvement Goals

Reporting Period: January 2012 - December 2012



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Compared to other Joint Commission Accredited Organizations

| Measure Area                | Explanation   | Nationwide  | Statewide   |
|-----------------------------|---|---|---|
| SCIP - Infection Prevention | This category of evidence based measures assesses the overall use of indicated antibiotics for surgical infection prevention. |  |  |

Compared to other Joint Commission Accredited Organizations

| Measure   | Explanation  | Hospital Results   | Compared to other Joint Commission Accredited Organizations |               |                          |               |
|---|--|--|---|---------------|--------------------------|---------------|
|   |  |  | Nationwide  | Average Rate: | Statewide                | Average Rate: |
|   |  |  | Top 10% Scored at Least:                                    |               | Top 10% Scored at Least: |               |
| Patients having a surgery who received medicine to prevent infection (an antibiotic) within one hour before the skin was surgically cut.*     | This measure reports how often patients having surgery received medicine that prevents infection (an antibiotic) within one hour before the skin was surgically cut. Infection is lowest when patients receive antibiotics to prevent infection within one hour before the skin is surgically cut. Note: Not every surgery requires antibiotics and this measure reports on those selected surgeries where evidence/experts have identified that antibiotics would be helpful. | <br>99% of 457 eligible Patients <sup>7</sup> | 100%  | 99%           | 100%                     | 99%           |
| Patients having surgery who received the appropriate medicine (antibiotic) which is shown to be effective for the type of surgery performed.* | This measure reports how often patients who had surgery were given the appropriate medicine (antibiotic) that prevents infection which is known to be effective for the type of surgery, based upon the recommendations of experts around the country. Note: Not every surgery requires antibiotics and this measure reports on those selected surgeries where evidence/experts have identified that antibiotics would be helpful.   | <br>98% of 457 eligible Patients <sup>7</sup> | 100%  | 99%           | 100%                     | 99%           |



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| SCIP - Infection Prevention | This category of evidence based measures assesses the overall use of indicated antibiotics for surgical infection prevention. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure  | Explanation  | Compared to other Joint Commission Accredited Organizations |                          |               |                          |               |
|--|--|---|--------------------------|---------------|--------------------------|---------------|
|  |  | Hospital Results  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Patients who had surgery and received appropriate medicine that prevents infection (antibiotic) and the antibiotic was stopped within 24 hours after the surgery ended.* | This measure reports how often surgery patients whose medicine (an antibiotic) to prevent infection was stopped within 24 hours after the surgery ended. Giving medicine that prevents infection for more than 24 hours after the end of surgery is not helpful, unless there is a specific reason (for example, fever or other signs of infection). Note: Not every surgery requires antibiotics and this measure reports on those selected surgeries where evidence/experts have identified that antibiotics would be helpful. | <br>99% of 441 eligible Patients <sup>7</sup>               | 100%                     | 98%           | 100%                     | 98%           |
| Patients Having Blood Vessel Surgery*  | Overall report of hospital's performance on Surgical Infection Prevention Measure for Blood Vessel Surgery.  | <br>91% of 103 eligible Patients <sup>7</sup>               | 100%                     | 97%           | 100%                     | 97%           |
| Patients having blood vessel surgery who received medicine to prevent infection (an antibiotic) within one hour before the skin was surgically cut.*                     | This measure reports how often patients having blood vessel surgery received medicine that prevents infection (an antibiotic) within one hour before the skin was surgically cut. Infection is lowest when patients receive antibiotics to prevent infection within one hour before the skin is surgically cut.  | <br>97% of 35 eligible Patients <sup>7</sup>                | 100%                     | 98%           | 100%                     | 97%           |
| Patients having blood vessel surgery who received the appropriate medicine (antibiotic) which is shown to be effective for this type of surgery.*                        | This measure reports how often patients who had blood vessel surgery were given the appropriate medicine (antibiotic) that prevents infection which is known to be effective for the type of surgery, based upon the recommendations of experts around the country.  | <br>83% of 35 eligible Patients <sup>7</sup>                | 100%                     | 99%           | 100%                     | 98%           |



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Compared to other Joint Commission Accredited Organizations

| Measure Area                | Explanation   | Nationwide | Statewide |
|-----------------------------|---|------------|-----------|
| SCIP - Infection Prevention | This category of evidence based measures assesses the overall use of indicated antibiotics for surgical infection prevention. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure   | Explanation   | Compared to other Joint Commission Accredited Organizations |                          |               |                          |               |
|---|---|---|--------------------------|---------------|--------------------------|---------------|
|   |   | Hospital Results  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Patients who had blood vessel surgery and received appropriate medicine that prevents infection (antibiotic) and the antibiotic was stopped within 24 hours after the surgery ended.* | This measure reports how often blood vessel surgery patients whose medicine (an antibiotic) to prevent infection was stopped within 24 hours after the surgery ended. Giving medicine that prevents infection for more than 24 hours after the end of surgery is not helpful, unless there is a specific reason (for example, fever or other signs of infection). | <br>94% of 33 eligible Patients <sup>7</sup>                | 100%                     | 95%           | 100%                     | 95%           |
| Patients Having Colon/Large Intestine Surgery*  | Overall report of hospital's performance on Surgical Infection Prevention Measures for Colon/Large Intestine Surgery.   | <br>97% of 135 eligible Patients <sup>7</sup>               | 100%                     | 96%           | 100%                     | 97%           |
| Patients having colon/large intestine surgery who received medicine to prevent infection (an antibiotic) within one hour before the skin was surgically cut.*                         | This measure reports how often patients having colon/large intestine surgery received medicine that prevents infection (an antibiotic) within one hour before the skin was surgically cut. Infection is lowest when patients receive antibiotics to prevent infection within one hour before the skin is surgically cut.  | <br>100% of 45 eligible Patients <sup>7</sup>               | 100%                     | 97%           | 100%                     | 97%           |
| Patients having colon/large intestine surgery who received the appropriate medicine (antibiotic) which is shown to be effective for this type of surgery.*                            | This measure reports how often patients who had colon/large intestine surgery were given the appropriate medicine (antibiotic) that prevents infection which is known to be effective for the type of surgery, based upon the recommendations of experts around the country.  | <br>93% of 45 eligible Patients <sup>7</sup>                | 100%                     | 95%           | 100%                     | 97%           |



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Compared to other Joint Commission Accredited Organizations

| Measure Area                | Explanation   | Nationwide | Statewide |
|-----------------------------|---|------------|-----------|
| SCIP - Infection Prevention | This category of evidence based measures assesses the overall use of indicated antibiotics for surgical infection prevention. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure  | Explanation  | Compared to other Joint Commission Accredited Organizations |                          |               |                          |               |
|--|--|---|--------------------------|---------------|--------------------------|---------------|
|  |  | Hospital Results  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Patients who had colon/large intestine surgery and received appropriate medicine that prevents infection (antibiotic) and the antibiotic was stopped within 24 hours after the surgery ended.* | This measure reports how often colon/large intestine surgery patients whose medicine (an antibiotic) to prevent infection was stopped within 24 hours after the surgery ended. Giving medicine that prevents infection for more than 24 hours after the end of surgery is not helpful, unless there is a specific reason (for example, fever or other signs of infection). | <br>98% of 45 eligible Patients <sup>7</sup>                | 100%                     | 95%           | 100%                     | 96%           |
| Patients Having Coronary Artery Bypass Graft Surgery*  | Overall report of hospital's performance on Surgical Infection Prevention Measures for Coronary Artery Bypass Graft Surgery.   | <br>100% of 205 eligible Patients <sup>7</sup>              | 100%                     | 99%           | 100%                     | 99%           |
| Patients having coronary artery bypass graft surgery who received medicine to prevent infection (an antibiotic) within one hour before the skin was surgically cut.*                           | This measure reports how often patients having coronary artery bypass graft surgery received medicine that prevents infection (an antibiotic) within one hour before the skin was surgically cut. Infection is lowest when patients receive antibiotics to prevent infection within one hour before the skin is surgically cut.  | <br>100% of 70 eligible Patients <sup>7</sup>               | 100%                     | 99%           | 100%                     | 98%           |
| Patients having coronary artery bypass graft surgery who received the appropriate medicine (antibiotic) which is shown to be effective for this type of surgery.*                              | This measure reports how often patients who had coronary artery bypass graft surgery were given the appropriate medicine (antibiotic) that prevents infection which is know to be effective for the type of surgery, based upon the recommendations of experts around the country.   | <br>100% of 70 eligible Patients <sup>7</sup>               | 100%                     | 100%          | 100%                     | 100%          |



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Compared to other Joint Commission Accredited Organizations

| Measure Area                | Explanation   | Nationwide | Statewide |
|-----------------------------|---|------------|-----------|
| SCIP - Infection Prevention | This category of evidence based measures assesses the overall use of indicated antibiotics for surgical infection prevention. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure   | Explanation   | Compared to other Joint Commission Accredited Organizations |                          |               |                          |               |
|---|---|---|--------------------------|---------------|--------------------------|---------------|
|   |   | Hospital Results  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Patients who had coronary artery bypass graft surgery and received appropriate medicine that prevents infection (antibiotic) and the antibiotic was stopped within 48 hours after the surgery ended.* | This measure reports how often coronary artery bypass graft surgery patients whose medicine (an antibiotic) to prevent infection was stopped within 48 hours after the surgery ended. Giving medicine that prevents infection for more than 48 hours after the end of surgery is not helpful, unless there is a specific reason (for example, fever or other signs of infection). | <br>100% of 65 eligible Patients <sup>7</sup>               | 100%                     | 98%           | 100%                     | 99%           |
| Patients Having Hip Joint Replacement Surgery*  | Overall report of hospital's performance on Surgical Infection Prevention Measures for Hip Joint Replacement Surgery.   | <br>99% of 243 eligible Patients <sup>7</sup>               | 100%                     | 99%           | 100%                     | 99%           |
| Patients having hip joint replacement surgery who received medicine to prevent infection (an antibiotic) within one hour before the skin was surgically cut.*   | This measure reports how often patients having hip joint replacement surgery received medicine that prevents infection (an antibiotic) within one hour before the skin was surgically cut. Infection is lowest when patients receive antibiotics to prevent infection within one hour before the skin is surgically cut.  | <br>99% of 81 eligible Patients <sup>7</sup>                | 100%                     | 99%           | 100%                     | 99%           |
| Patients having hip joint replacement surgery who received the appropriate medicine (antibiotic) which is shown to be effective for this type of surgery.*  | This measure reports how often patients who had hip joint replacement surgery were given the appropriate medicine (antibiotic) that prevents infection which is known to be effective for the type of surgery, based upon the recommendations of experts around the country.  | <br>100% of 81 eligible Patients <sup>7</sup>               | 100%                     | 100%          | 100%                     | 100%          |



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Compared to other Joint Commission Accredited Organizations

| Measure Area                | Explanation   | Nationwide  | Statewide   |
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| SCIP - Infection Prevention | This category of evidence based measures assesses the overall use of indicated antibiotics for surgical infection prevention. |  |  |

Compared to other Joint Commission Accredited Organizations

| Measure  | Explanation  | Compared to other Joint Commission Accredited Organizations  |                          |               |                          |               |
|--|--|--|--------------------------|---------------|--------------------------|---------------|
|  |  | Hospital Results   | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Patients who had hip joint replacement surgery and received appropriate medicine that prevents infection (antibiotic) and the antibiotic was stopped within 24 hours after the surgery ended.* | This measure reports how often hip joint replacement surgery patients whose medicine (an antibiotic) to prevent infection was stopped within 24 hours after the surgery ended. Giving medicine that prevents infection for more than 24 hours after the end of surgery is not helpful, unless there is a specific reason (for example, fever or other signs of infection). | <br>98% of 81 eligible Patients <sup>7</sup>   | 100%                     | 98%           | 100%                     | 98%           |
| Patients Having a Hysterectomy*  | Overall report of hospital's performance on Surgical Infection Prevention Measure for Hysterectomy Surgery.  | <br>99% of 206 eligible Patients <sup>7</sup> | 100%                     | 98%           | 100%                     | 98%           |
| Patients having hysterectomy surgery who received medicine to prevent infection (an antibiotic) within one hour before the skin was surgically cut.*   | This measure reports how often patients having hysterectomy surgery received medicine that prevents infection (an antibiotic) within one hour before the skin was surgically cut. Infection is lowest when patients receive antibiotics to prevent infection within one hour before the skin is surgically cut.  | <br>99% of 69 eligible Patients <sup>7</sup>  | 100%                     | 99%           | 100%                     | 98%           |
| Patients having hysterectomy surgery who received the appropriate medicine (antibiotic) which is shown to be effective for this type of surgery.*  | This measure reports how often patients who had hysterectomy surgery were given the appropriate medicine (antibiotic) that prevents infection which is known to be effective for the type of surgery, based upon the recommendations of experts around the country.  | <br>99% of 69 eligible Patients <sup>7</sup>  | 100%                     | 97%           | 100%                     | 98%           |



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Compared to other Joint Commission Accredited Organizations

| Measure   | Explanation   | Compared to other Joint Commission Accredited Organizations |                          |               |                          |               |
|---|---|---|--------------------------|---------------|--------------------------|---------------|
|   |   | Hospital Results  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Patients who had hysterectomy surgery and received appropriate medicine that prevents infection (antibiotic) and the antibiotic was stopped within 24 hours after the surgery ended.* | This measure reports how often hysterectomy surgery patients whose medicine (an antibiotic) to prevent infection was stopped within 24 hours after the surgery ended. Giving medicine that prevents infection for more than 24 hours after the end of surgery is not helpful, unless there is a specific reason (for example, fever or other signs of infection). | <br>100% of 68 eligible Patients <sup>7</sup>               | 100%                     | 98%           | 100%                     | 98%           |
| Patients Having Knee Joint Replacement Surgery*   | Overall report of hospital's performance on Surgical Infection Prevention Measures for Knee Joint Replacement Surgery.  | <br>100% of 278 eligible Patients <sup>7</sup>              | 100%                     | 99%           | 100%                     | 99%           |
| Patients having knee joint replacement surgery who received medicine to prevent infection (an antibiotic) within one hour before the skin was surgically cut.*                        | This measure reports how often patients having knee joint replacement surgery received medicine that prevents infection (an antibiotic) within one hour before the skin was surgically cut. Infection is lowest when patients receive antibiotics to prevent infection within one hour before the skin is surgically cut.   | <br>100% of 93 eligible Patients <sup>7</sup>               | 100%                     | 99%           | 100%                     | 99%           |
| Patients having knee joint replacement surgery who received the appropriate medicine (antibiotic) which is shown to be effective for this type of surgery.*                           | This measure reports how often patients who had knee joint replacement surgery were given the appropriate medicine (antibiotic) that prevents infection which is known to be effective for the type of surgery, based upon the recommendations of experts around the country.   | <br>100% of 93 eligible Patients <sup>7</sup>               | 100%                     | 100%          | 100%                     | 100%          |



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|---|---|---|--------------------------|---------------|--------------------------|---------------|
|   |   | Hospital Results  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Patients who had knee joint replacement surgery and received appropriate medicine that prevents infection (antibiotic) and the antibiotic was stopped within 24 hours after the surgery ended.* | This measure reports how often knee joint replacement surgery patients whose medicine (an antibiotic) to prevent infection was stopped within 24 hours after the surgery ended. Giving medicine that prevents infection for more than 24 hours after the end of surgery is not helpful, unless there is a specific reason (for example, fever or other signs of infection). | <br>100% of 92 eligible Patients <sup>7</sup>               | 100%                     | 98%           | 100%                     | 99%           |
| Patients Having Open Heart Surgery other than Coronary Artery Bypass Graft*   | Overall report of hospital's performance on Surgical Infection Prevention Measures for Open Heart Surgery.  | <br>99% of 185 eligible Patients <sup>7</sup>               | 100%                     | 99%           | 100%                     | 99%           |
| Patients having open heart surgery other than coronary artery bypass graft who received medicine to prevent infection (an antibiotic) within one hour before the skin was surgically cut.*      | This measure reports how often patients having open heart surgery other than coronary artery bypass graft received medicine that prevents infection (an antibiotic) within one hour before the skin was surgically cut. Infection is lowest when patients receive antibiotics to prevent infection within one hour before the skin is surgically cut.                       | <br>98% of 64 eligible Patients <sup>7</sup>                | 100%                     | 99%           | 100%                     | 98%           |
| Patients having open heart surgery other than coronary artery bypass graft who received the appropriate medicine (antibiotic) which is shown to be effective for this type of surgery.*         | This measure reports how often patients who had open heart surgery other than coronary artery bypass graft were given the appropriate medicine (antibiotic) that prevents infection which is known to be effective for the type of surgery, based upon the recommendations of experts around the country.   | <br>100% of 64 eligible Patients <sup>7</sup>               | 100%                     | 100%          | 100%                     | 100%          |



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10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

Compared to other Joint Commission Accredited Organizations

| Measure Area                | Explanation   | Nationwide | Statewide |
|-----------------------------|---|------------|-----------|
| SCIP - Infection Prevention | This category of evidence based measures assesses the overall use of indicated antibiotics for surgical infection prevention. |            |           |

Compared to other Joint Commission Accredited Organizations

| Measure   | Explanation   | Compared to other Joint Commission Accredited Organizations |                          |               |                          |               |
|---|---|---|--------------------------|---------------|--------------------------|---------------|
|   |   | Hospital Results  | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Patients who had open heart surgery other than coronary artery bypass graft and received appropriate medicine that prevents infection (antibiotic) and the antibiotic was stopped within 48 hours after the surgery ended.* | This measure reports how often open heart surgery other than coronary artery bypass graft patients whose medicine (an antibiotic) to prevent infection was stopped within 48 hours after the surgery ended. Giving medicine that prevents infection for more than 48 hours after the end of surgery is not helpful, unless there is a specific reason (for example, fever or other signs of infection). | <br>100% of 57 eligible Patients <sup>7</sup>               | 100%                     | 98%           | 100%                     | 98%           |
| Heart surgery patients with controlled blood sugar after surgery.   | This measure reports the number of heart surgery patients that had a blood sugar of less than 200 on day one and day two after surgery. Infection is lowest in both diabetic and nondiabetic patients when blood sugar is controlled immediately after surgery.   | <br>97% of 143 eligible Patients <sup>7</sup>               | 100%                     | 96%           | 100%                     | 96%           |
| Surgery patients with proper hair removal.  | This measure reports the number of surgical patients that have had hair at the site of the surgical cut removed properly. Infection is lowest when patients have hair removed with electrical clippers or hair removal cream.   | <br>99% of 787 eligible Patients <sup>7</sup>               | 100%                     | 100%          | 100%                     | 100%          |
| Urinary Catheter Removed  | This measure reports the number of surgery patients whose urinary catheter was removed by the end of the second day after surgery.  | <br>97% of 479 eligible Patients <sup>7</sup>               | 100%                     | 96%           | 100%                     | 97%           |



The Joint Commission only reports measures endorsed by the National Quality Forum.

\* This information is part of the Hospital Quality Alliance. This information can also be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

---- Null value or data not displayed.

For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."



## National Quality Improvement Goals

Reporting Period: January 2012 - December 2012

### Symbol Key

- This organization achieved the best possible results
- This organization's performance is above the target range/value.
- This organization's performance is similar to the target range/value.
- This organization's performance is below the target range/value.
- Not displayed

### Footnote Key

1. The Measure or Measure Set was not reported.
2. The Measure Set does not have an overall result.
3. The number of patients is not enough for comparison purposes.
4. The measure meets the Privacy Disclosure Threshold rule.
5. The organization scored above 90% but was below most other organizations.
6. The Measure results are not statistically valid.
7. The Measure results are based on a sample of patients.
8. The number of months with Measure data is below the reporting requirement.
9. The measure results are temporarily suppressed pending resubmission of updated data.
10. Test Measure: a measure being evaluated for reliability of the individual data elements or awaiting National Quality Forum Endorsement.
11. There were no eligible patients that met the denominator criteria.

| Measure Area                        | Explanation   |
|-------------------------------------|---|
| SCIP – Venous Thromboembolism (VTE) | This category of evidenced based measures assesses the use of indicated treatment for the prevention of blood clots in selected surgical patients |

| Measure  | Explanation   | Compared to other Joint Commission Accredited Organizations |  |                  |   |                  |
|--|---|---|--|------------------|---|------------------|
|  |   | Hospital Results  | Nationwide<br>Top 10%<br>Scored<br>at Least: | Average<br>Rate: | Statewide<br>Top 10%<br>Scored<br>at Least: | Average<br>Rate: |
| Patients having surgery who had treatment prescribed for the prevention of blood clots. Note: Treatment may be medication, stockings, or mechanical devices for exercising the legs.   | This measure reports how often patients having surgery had treatment prescribed for the prevention of blood clots. The incidence of blood clots is lowest when patients are treated to prevent them. Note: Not every surgery requires treatment and this measure reports on those selected surgeries where evidence/experts have identified that treatment to prevent blood clots would be helpful.   | 99% of 488 eligible Patients <sup>7</sup>                   | 100%   | 99%              | 100%  | 99%              |
| Patients having surgery who received the appropriate treatment to prevent blood clots which is shown to be effective for the type of surgery performed. Note: Treatment may be medication, stockings, or mechanical devices for exercising the legs. | This measure reports how often patients who had surgery were given the appropriate treatment that prevents blood clots which is known to be effective for the type of surgery, based upon the recommendations of experts around the country. Note: Not every surgery requires treatment and this measure reports on those selected surgeries where evidence/experts have identified that treatment to prevent blood clots would be helpful. | 99% of 488 eligible Patients <sup>7</sup>                   | 100%   | 98%              | 100%  | 98%              |



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- \* This information is part of the Hospital Quality Alliance. This information can also be viewed at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)
- Null value or data not displayed.

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## Survey of Patients' Hospital Experiences

### Footnote Key

1. Fewer than 100 patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance.
2. This displays less than 12 months of accurate data.
3. Survey results are not available for this period.
4. No patients were eligible for the HCAHPS Survey.

For further information and explanation of the Quality Report contents, refer to the "Quality Report User Guide."

| Survey Date Range             | Number of Completed Surveys | Survey Response Rate |
|-------------------------------|-----------------------------|----------------------|
| April 2011 through March 2012 | 300 or More                 | 26%                  |

| Question  |               |                  | Explanation  |               |                  |  |               |                  |
|---|---------------|------------------|--|---------------|------------------|--|---------------|------------------|
| How often did doctors communicate well with patients? |               |                  | Patients reported how often their doctors communicated well with them during their hospital stay. “Communicated well” means doctors <b>explained things clearly, listened carefully</b> to the patient, and treated the patient with <b>courtesy and respect</b> . |               |                  |  |               |                  |
| Doctors “always” communicated well                    |               |                  | Doctors “usually” communicated well  |               |                  | Doctors “sometimes” or “never” communicated well |               |                  |
| Hospital Rate   | State Average | National Average | Hospital Rate  | State Average | National Average | Hospital Rate                                    | State Average | National Average |
| 80%   | 83%           | 81%              | 16%  | 14%           | 15%              | 4%   | 3%            | 4%               |

| Question   |               |                  | Explanation  |               |                  |   |               |                  |
|--|---------------|------------------|--|---------------|------------------|---|---------------|------------------|
| How often did nurses communicate well with patients? |               |                  | Patients reported how often their nurses communicated well with them during their hospital stay. “Communicated well” means nurses <b>explained things clearly, listened carefully</b> to the patient, and treated the patient with <b>courtesy and respect</b> . |               |                  |   |               |                  |
| Nurses “always” communicated well                    |               |                  | Nurses “usually” communicated well   |               |                  | Nurses “sometimes” or “never” communicated well |               |                  |
| Hospital Rate  | State Average | National Average | Hospital Rate  | State Average | National Average | Hospital Rate                                   | State Average | National Average |
| 82%  | 81%           | 78%              | 16%  | 16%           | 17%              | 2%  | 3%            | 5%               |

| Question   |               |                  | Explanation  |               |                  |  |               |                  |
|--|---------------|------------------|--|---------------|------------------|--|---------------|------------------|
| How often did patients receive help quickly from hospital staff? |               |                  | Patients reported how often they were helped quickly when they used the <b>call button</b> or needed help in <b>getting to the bathroom</b> or <b>using a bedpan</b> . |               |                  |  |               |                  |
| Patients "always" received help as soon as they wanted           |               |                  | Patients "usually" received help as soon as they wanted  |               |                  | Patients "sometimes" or "never" received help as soon as they wanted |               |                  |
| Hospital Rate  | State Average | National Average | Hospital Rate  | State Average | National Average | Hospital Rate  | State Average | National Average |
| 67%  | 71%           | 66%              | 26%  | 23%           | 24%              | 7%   | 6%            | 10%              |



## Survey of Patients' Hospital Experiences

### Footnote Key

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2. This displays less than 12 months of accurate data.
3. Survey results are not available for this period.
4. No patients were eligible for the HCAHPS Survey.

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| Survey Date Range             | Number of Completed Surveys | Survey Response Rate |
|-------------------------------|-----------------------------|----------------------|
| April 2011 through March 2012 | 300 or More                 | 26%                  |

| Question                                      | Explanation  |                  |               |   |                  |               |               |                  |  |
|---|--|------------------|---------------|---|------------------|---------------|---------------|------------------|--|
| How often was patients' pain well controlled? | If patients needed medicine for pain during their hospital stay, the survey asked how often their pain was well controlled. "Well controlled" means their <b>pain was well controlled</b> and that the <b>hospital staff did everything they could to help</b> patients with their pain. |                  |               |   |                  |               |               |                  |  |
| Pain was "always" well controlled             | Pain was "usually" well controlled   |                  |               | Pain was "sometimes" or "never" well controlled |                  |               |               |                  |  |
| Hospital Rate                                 | State Average  | National Average | Hospital Rate | State Average                                   | National Average | Hospital Rate | State Average | National Average |  |
| 74%   | 72%  | 70%              | 20%           | 23%   | 23%              | 6%            | 5%            | 7%               |  |

| Question  | Explanation   |                  |               |  |                  |               |               |                  |  |
|---|---|------------------|---------------|--|------------------|---------------|---------------|------------------|--|
| How often did staff explain about medicines before giving them to patients? | If patients were given medicine that they had not taken before, the survey asked how often staff explained about the medicine. "Explained" means that hospital staff told <b>what the medicine was for</b> and what <b>side effects it might have</b> before they gave it to the patient. |                  |               |  |                  |               |               |                  |  |
| Staff "always" explained  | Staff "usually" explained   |                  |               | Staff "sometimes" or "never" explained |                  |               |               |                  |  |
| Hospital Rate   | State Average   | National Average | Hospital Rate | State Average                          | National Average | Hospital Rate | State Average | National Average |  |
| 66%   | 67%   | 63%              | 18%           | 19%                                    | 18%              | 16%           | 14%           | 19%              |  |



## Survey of Patients' Hospital Experiences

### Footnote Key

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3. Survey results are not available for this period.
4. No patients were eligible for the HCAHPS Survey.

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| Survey Date Range             | Number of Completed Surveys | Survey Response Rate |
|-------------------------------|-----------------------------|----------------------|
| April 2011 through March 2012 | 300 or More                 | 26%                  |

| Question   |               |                  | Explanation   |               |                  |                                       |               |                  |
|--|---------------|------------------|---|---------------|------------------|---------------------------------------|---------------|------------------|
| How often were the patients' rooms and bathrooms kept clean? |               |                  | Patients reported how often their <b>hospital room and bathroom were kept clean</b> . |               |                  |                                       |               |                  |
| Room was "always" clean                                      |               |                  | Room was "usually" clean  |               |                  | Room was "sometimes" or "never" clean |               |                  |
| Hospital Rate  | State Average | National Average | Hospital Rate   | State Average | National Average | Hospital Rate                         | State Average | National Average |
| 72%  | 78%           | 73%              | 20%   | 17%           | 18%              | 8%                                    | 5%            | 9%               |

| Question   |               |                  | Explanation  |               |                  |                                       |               |                  |
|--|---------------|------------------|--|---------------|------------------|---------------------------------------|---------------|------------------|
| How often was the area around patients' rooms kept quiet at night? |               |                  | Patients reported how often <b>the area around their room was quiet at night</b> . |               |                  |                                       |               |                  |
| "Always" quiet at night  |               |                  | "Usually" quiet at night   |               |                  | "Sometimes" or "never" quiet at night |               |                  |
| Hospital Rate  | State Average | National Average | Hospital Rate  | State Average | National Average | Hospital Rate                         | State Average | National Average |
| 59%  | 63%           | 60%              | 32%  | 30%           | 29%              | 9%                                    | 7%            | 11%              |

| Question  |               |                  | Explanation   |               |                  |
|---|---------------|------------------|---|---------------|------------------|
| Were patients given information about what to do during their recovery at home? |               |                  | The survey asked patients about information they were given when they were ready to leave the hospital. Patients reported whether hospital staff had <b>discussed the help they would need at home</b> . Patients also reported whether they were given <b>written information about symptoms or health problems to watch for during their recovery</b> . |               |                  |
| Yes, staff did give patients this information                                   |               |                  | No, staff did not give patients this information  |               |                  |
| Hospital Rate   | State Average | National Average | Hospital Rate   | State Average | National Average |
| 87%   | 87%           | 84%              | 13%   | 13%           | 16%              |



## Survey of Patients' Hospital Experiences

### Footnote Key

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| Survey Date Range             | Number of Completed Surveys | Survey Response Rate |
|-------------------------------|-----------------------------|----------------------|
| April 2011 through March 2012 | 300 or More                 | 26%                  |

| Question                                     |               |                  | Explanation  |               |                  |  |               |                  |
|--|---------------|------------------|--|---------------|------------------|--|---------------|------------------|
| How do patients rate the hospital overall?   |               |                  | After answering all other questions on the survey, <b>patients answered a separate question that asked for an overall rating of the hospital.</b> Ratings were on a scale from 0 to 10, where “0” means “worst hospital possible” and “10” means “best hospital possible.” |               |                  |  |               |                  |
| Patients who gave a rating of 9 or 10 (high) |               |                  | Patients who gave a rating of 7 or 8 (medium)  |               |                  | Patients who gave a rating of 6 or lower (low) |               |                  |
| Hospital Rate                                | State Average | National Average | Hospital Rate  | State Average | National Average | Hospital Rate                                  | State Average | National Average |
| 79%  | 74%           | 69%              | 17%  | 20%           | 23%              | 4%   | 6%            | 8%               |

| Question   |               |                  | Explanation   |               |                  |  |               |                  |
|--|---------------|------------------|---|---------------|------------------|--|---------------|------------------|
| Would patients recommend the hospital to friends and family? |               |                  | The survey asked patients <b>whether they would recommend the hospital</b> to their friends and family. |               |                  |  |               |                  |
| YES, patients would definitely recommend the hospital        |               |                  | YES, patients would probably recommend the hospital   |               |                  | NO, patients would not recommend the hospital (they probably would not or definitely would not recommend it) |               |                  |
| Hospital Rate  | State Average | National Average | Hospital Rate   | State Average | National Average | Hospital Rate  | State Average | National Average |
| 83%  | 74%           | 70%              | 15%   | 23%           | 25%              | 2%   | 3%            | 5%               |