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	Acute Care			Intensive Care Unit					Surgical OE Ratio
	30-Day Rolling 12-Month SMR	30-Day SMR 95% Confidence Interval	Weighted Case Severity Index	Rolling 12-Month SMR	SMR 95% Confidence Interval	30-Day Rolling 12-Month SMR	30-Day SMR 95% Confidence Interval	Weighted Case Severity Index	Rolling 12 months to Q3 of FY12
National Aggregates									
Mean	0.96		0.97	0.92		0.96		0.97	
VISN 1									
Bedford									
Boston (Level 1)	0.67 ^f	(0.58, 0.76)	1.14	0.93	(0.76, 1.13)	0.85	(0.7, 1.03)	1.53	0.63
MICU				0.98	(0.73, 1.28)	0.97	(0.74, 1.25)	2.18	
CCU				0.96	(0.67, 1.32)	0.85	(0.6, 1.17)	0.99	
SICU				X		X		1.73	
Boston (non HCS)									
Brockton									
Cent West Mass HCS									
Connecticut (Level 1)	0.56 ^f	(0.45, 0.68)	1.18	0.63 ^f	(0.47, 0.84)	0.63 ^f	(0.47, 0.82)	1.41	0.33
MICU/CCU				0.71	(0.49, 1)	0.69 ^f	(0.48, 0.96)	1.78	
SICU				0.52 ^f	(0.3, 0.85)	0.53 ^f	(0.31, 0.84)	1.23	
Manchester									
Providence (Level 3)	0.97	(0.81, 1.16)	1.15	0.77	(0.53, 1.08)	0.92	(0.67, 1.21)	1.14	0.81
Mixed				0.77	(0.53, 1.08)	0.92	(0.67, 1.21)	1.14	
Togus (Level 3)	0.89	(0.71, 1.11)	1.17	1.01	(0.68, 1.44)	1.00	(0.72, 1.37)	0.95	1.54
Mixed				1.01	(0.68, 1.44)	1.00	(0.72, 1.37)	0.95	
White River (Level 3)	0.73 ^f	(0.55, 0.94)	1.02	0.79	(0.49, 1.2)	0.68	(0.42, 1.03)	1.19	0.89
Mixed				0.79	(0.49, 1.2)	0.68	(0.42, 1.03)	1.19	



SMR: Standardized Mortality Ratio, OE: Observed/Expected
 ICU: Intensive Care Unit, Mixed: Mixed Intensive Care Unit, MICU: Medical Intensive Care Unit, CCU: Cardiovascular Intensive Care Unit, SICU: Surgical Intensive Care Unit
 Grey boxes with an X: Not enough cases to accurately report.
 FY: Fiscal Year (Begins in October 2011), CY: Calendar Year, Q: Quarter
 Level: Complexity of services offered, where level 1 = all services and level 4=less complex services.
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^f The SMR is significantly lower than 1.

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	%Patients Readmitted (All Causes)	DVT Prophylaxis (High Risk Non-Op)	Throughput		CAP Composite	SCIP Composite	Heart Failure Composite	Mental Health Readmission within 30 days(FY2010Q4-FY2012Q3)	CHF		Pneumonia
			OME LOS	LOS					Ambulatory Care Sensitive Condition Hospitalizations OE (Rolling Year Ending FY2012 Q4)	% CHF Patients Readmitted (All Causes)	Ambulatory Care Sensitive Condition Hospitalizations OE (Rolling Year Ending FY2012 Q4)
National Aggregates											
Mean	12.9	76.3	-0.18	4.91				11.0	1.06	19.5	1.02
VISN 1											
Bedford									0.61		1.05
Boston (Level 1)	14.8	84.0 _i	-0.39	4.97	-	✓	✓	14.8	1.10	25.2	1.33
Boston (non HCS)											
Brockton											
Cent West Mass HCS									0.59		0.80
Connecticut (Level 1)	14.2	76.3 _i	0.78 _i	6.01	✓	✓	★	13.8	0.98	31.3 _i	0.93
Manchester									0.87		0.65
Providence (Level 3)	15.0	79.8 _i	-0.30	4.57	✓	✓	✓	11.7	0.95	30.7 _i	1.54 _i
Togus (Level 3)	10.7	81.5 _i	0.31	5.95	✓	✓	✓	12.0	0.80	16.4	0.70
White River (Level 3)	13.3	70.6 _i	0.06	5.08	-	✓	-	13.2	2.01	19.4	0.86



DVT: Deep Venous Thrombosis, OMELOS: Observed Minus Expected Length of Stay, LOS: Length of Stay, CAP: Community Acquired Pneumonia, SCIP: Surgical Care Improvement Project, CHF: Congestive Heart Failure
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_i The value is greater than the VA 90th percentile or equal to 100%.

★ - Represents 100%

✓ - Data is within 2 standard deviations of the mean

- - Data is below 2 standard deviations of the mean

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	Hypoglycemia Rate in Patients Getting Insulin	Hyperglycemia Rate	DVT Prophylaxis		Throughput		AMI Composite
			Non Op	SCIP VTE prophylaxis within 24 hrs	OME LOS	LOS	
National Aggregates							
Mean	2.5	18.7	81.5		-0.11	2.92	
VISN 1							
Bedford							
Boston (Level 1)	2.7	15.4	83.6 _i	100	-0.65	3.23	★
Boston (non HCS)							
Brockton							
Cent West Mass HCS							
Connecticut (Level 1)	2.7	10.4 _z	81.7 _i	100	0.81 _i	4.42 _i	✓
Manchester							
Providence (Level 3)	3.5	20.0	74.7 _i	100	0.12	3.37	✓
Togus (Level 3)	1.9	23.0	83.1 _i	98	0.30	3.47	
White River (Level 3)	3.0	15.3	84.8 _i	100	-0.34	2.81	

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ICU: Intensive Care Unit, DVT: Deep Venous Thrombosis, VTE: Venous Thromboembolism, OMELOS: Observed Minus Expected Length of Stay, LOS: Length of Stay, AMI: Acute Myocardial Infarction
 Non Op: Non-operative, SCIP: Surgical Care Improvement Project
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_z The value is less than the VA 10th percentile or equal to 0%.
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	Ambulatory Care Sensitive Condition Hospitalizations OE (Rolling Year Ending FY2012 Q4)	Diabetes Composite	Ischemic Heart Composite	Prevention Composite	Behavioral Health Screening Composite	Tobacco Composite
National Aggregates						
Mean	1.02					
VISN 1						
Bedford	1.09	✓	✓	+	✓	✓
Boston (Level 1)	0.94	✓	✓	+	✓	✓
Boston (non HCS)						
Brockton						
Cent West Mass HCS	0.76	✓	✓	+	✓	✓
Connecticut (Level 1)	0.83	✓	✓	✓	✓	✓
Manchester	0.97	✓	✓	+	✓	✓
Providence (Level 3)	1.39 _i	✓	✓	✓	✓	-
Togus (Level 3)	0.78	✓	✓	✓	✓	✓
White River (Level 3)	0.90	✓	✓	✓	✓	✓

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OE: Observed/Expected
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 + - Data is above 2 standard deviations of the mean
 - - Data is below 2 standard deviations of the mean

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Infection Rates								RCA(Root Cause Analysis) Timeliness (Rolling 12 Months to Q4 FY2012)				Outcome Measures Due (Rolling 12 Months to Q4 FY2012)	
Acute Care + ICU		Acute Care		ICU				Total N	% <=45 days	% 46-90 days	% >90 days	Total N	% Not Rptd
MRSA Infection Rate (per 1000 bed days)	MRSA Composite Screening Rate (%)	CLAB Rate (per1000 line days)	MRSA Infection Rate (per 1000 bed days)	CLAB Rate (per1000 line days)	VAP Rate (per1000 vent days)	MRSA Infection Rate (per 1000 bed days)	MRSA Composite Screening Rate (%)						
National Aggregates													
Mean	0.18	95	0.71	0.15	1.06	1.55	0.31	95					
VISN 1													
Bedford									10	90.0	0	10	45 0.0
Boston (Level 1)	0.36	94	1.43	0.32	1.52	2.65	0.64	94	17	100.0	0	0	98 0.0
Boston (non HCS)													
Brockton													
Cent West Mass HCS									11	100.0	0	0	18 33.3
Connecticut (Level 1)	0.58	95	2.27	0.61	1.09	1.28	0.47	93	5	100.0	0	0	55 0.0
Manchester									5	80.0	20	0	27 0.0
Providence (Level 3)	0.22	95	X	0.25	X	X	0.00	93	10	100.0	0	0	43 0.0
Togus (Level 3)	0.00	95	X	0.00	X	X	0.00	92	5	100.0	0	0	24 0.0
White River (Level 3)	0.50	97	X	0.34	X	X	1.83	96	5	100.0	0	0	59 0.0



ICU: Intensive Care Unit, N: Number of cases, CLAB: Central Line Associated Bloodstream Infection, VAP: Ventilator Associated Pneumonia, MRSA: Methicillin-resistant Staphylococcus aureus
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ℳ The value is less than the VA 10th percentile or equal to 0%.

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	Risk Adjusted Standardized Mortality Ratio* (RSMR) (VA: FY2010 Q1-FY2012 Q4, HRR: 2011)						Risk Adjusted Readmission Rate* (RSRR) (VA: FY2010 Q1-FY2012 Q4, HRR: 2011)						Employee Satisfaction Survey Averages (FY2011)					
	AMI		CHF		Pneumonia		AMI		CHF		Pneumonia		Safety	Leadership	Customer Focus	Demand	Civility	Overall Satisfaction
	VHA	Hospital Referral Region	VHA	Hospital Referral Region	VHA	Hospital Referral Region	VHA	Hospital Referral Region	VHA	Hospital Referral Region	VHA	Hospital Referral Region						
National Aggregates																		
Mean	11.3		8.2		11.3		14.6		21.0		16.2							
VISN 1																		
Bedford		14.31		10.32		10.71		21		25.59		19.32	3.80	3.78 □	3.91 □	3.50 »	3.81	3.90
Boston (Level 1)	11.2	14.31	6.3	10.32	7.1 a	10.71	14.4	21	20.0	25.59	17.0	19.32	3.90	3.66	3.85	3.53	3.79	3.85
Boston (non HCS)		14.31		10.32		10.71		21		25.59		19.32						
Brockton		14.31		10.32		10.71		21		25.59		19.32						
Cent West Mass HCS		14.91		11.04		11.61		18.47		23.47		18.15	3.69 »	3.60	3.80	3.63	3.78	3.78
Connecticut (Level 1)	11.2	13.64	5.4 a	10.34	8.1 a	10.64	15.6	20.86	23.3	26.11	15.0	20.12	3.71	3.61	3.83	3.58	3.74	3.87
Manchester		15.01		12.14		12.94		18.38		23.38		17.72	4.04 □	3.71 □	3.90 □	3.67	3.85 □	3.96 □
Providence (Level 3)	11.3	14.36	10.4	11.69	12.3	12.22	15.4	20.11	24.0	25.69	14.4	19.77	3.88	3.70	3.90	3.53	3.85 □	3.88
Togus (Level 3)	11.4	15.03	6.3	11.6	10.0	12.22	14.5	17.97	19.9	23.53	15.4	17.65	3.82	3.61	3.78	3.54	3.74	3.91
White River (Level 3)	11.3	14.65	7.3	11.89	9.0	12.6	14.5	17.74	19.6	23.06	16.9	17.82	3.84	3.65	3.81	3.62	3.79	3.78



* RSMR and RSRR data on a veteran population >65 years of age
 VHA: Veterans Health Administration, CHF: Congestive Heart Failure, AMI: Acute Myocardial Infarction, PN: Pneumonia
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 a The value is significantly lower than the VA average.
 □ The value is more than one standard deviations above the mean.
 » The value is more than one standard deviations below the mean.

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