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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 22 | | | | | | | | | |
| Las Vegas (Level 3) | | | | | | | | | 0.32 |
| Loma Linda (Level 1) | 0.90 | (0.8, 1.01) | 1.11 | 0.86 | (0.72, 1.02) | 0.87 | (0.74, 1.02) | 1.14 | 0.95 |
| <i>Mixed</i> | | | | 0.86 | (0.72, 1.02) | 0.87 | (0.74, 1.02) | 1.14 | |
| Long Beach (Level 2) | 0.72 f | (0.62, 0.83) | 1.10 | 0.81 | (0.62, 1.03) | 0.78 f | (0.62, 0.98) | 1.08 | 1.01 |
| <i>Mixed</i> | | | | 0.81 | (0.62, 1.03) | 0.78 f | (0.62, 0.98) | 1.08 | |
| Los Angeles (Level 1) | 0.72 f | (0.63, 0.83) | 1.16 | 0.83 | (0.68, 1.01) | 0.67 f | (0.54, 0.83) | 1.43 | 0.70 |
| <i>Mixed</i> | | | | 0.83 | (0.68, 1.01) | 0.67 f | (0.54, 0.83) | 1.43 | |
| San Diego (Level 1) | 1.00 | (0.86, 1.16) | 0.83 | 0.75 f | (0.56, 0.97) | 0.81 | (0.63, 1.03) | 1.16 | 0.66 |
| <i>Mixed</i> | | | | 0.75 f | (0.56, 0.97) | 0.81 | (0.63, 1.03) | 1.16 | |



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.
 VISN: region of Veterans Health Administration
 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 22 | | | | | | | | | | | |
| Las Vegas (Level 3) | 9.0 _z | | | | - | ✓ | ✓ | 9.8 | 1.14 | 18.1 | 1.11 |
| Loma Linda (Level 1) | 13.2 | 75.1 _i | 0.30 | 5.90 | ✓ | ✓ | ✓ | 12.9 | 0.94 | 19.9 | 1.15 |
| Long Beach (Level 2) | 16.5 _i | 61.8 _i | -0.12 | 5.10 | ✓ | ✓ | ✓ | 10.1 | 1.08 | 18.8 | 1.43 _i |
| Los Angeles (Level 1) | 14.3 | 77.7 _i | 0.07 | 5.85 | ✓ | ✓ | ✓ | 7.7 | 1.17 | 18.8 | 1.02 |
| San Diego (Level 1) | 12.9 | 74.2 _i | -0.13 | 4.75 | ★ | ✓ | ✓ | 10.2 | 1.00 | 17.0 | 0.79 |

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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
 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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_z The value is less than the VA 10th percentile or equal to 0%.

_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 22 | | | | | | | |
| Las Vegas (Level 3) | | | | 99 | | | |
| Loma Linda (Level 1) | 4.8 ⁱ | 15.2 | 80.2 ⁱ | 100 | -0.31 | 3.06 | ✓ |
| Long Beach (Level 2) | 2.2 | 15.3 | 73.5 ⁱ | 99 | -0.21 | 2.95 | ✓ |
| Los Angeles (Level 1) | 2.2 | 18.2 | 81.0 ⁱ | 98 | -0.59 | 3.21 | ✓ |
| San Diego (Level 1) | 3.0 | 13.6 | 77.1 ⁱ | 99 | -0.13 | 3.05 | ✓ |

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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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ⁱ The value is greater than the VA 90th percentile or equal to 100%.
 ✓ - Data is within 2 standard deviations of the mean

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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 22 | | | | | | |
| Las Vegas (Level 3) | 1.48 ⁱ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Loma Linda (Level 1) | 0.92 | - | ✓ | - | ✓ | ✓ |
| Long Beach (Level 2) | 1.39 ⁱ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Los Angeles (Level 1) | 0.93 | ✓ | ✓ | ✓ | ✓ | ✓ |
| San Diego (Level 1) | 1.11 | ✓ | ✓ | ✓ | ✓ | ✓ |

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS



OE: Observed/Expected
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 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.
 VISN: region of Veterans Health Administration
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 ✓ - Data is within 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 22 | | | | | | | | | | | | | | |
| Las Vegas (Level 3) | 0.00 | 97 | X | 0.00 | | | 0.00 | 97 | 6 | 100.0 _i | 0 | 0 | 36 | 0.0 _Δ |
| Loma Linda (Level 1) | 0.49 | 96 | 1.45 | 0.32 | 3.12 _i | 5.56 _i | 1.16 | 96 | 8 | 100.0 _i | 0 | 0 | 16 | 0.0 _Δ |
| Long Beach (Level 2) | 0.19 | 92 | 0.53 | 0.18 | 0.00 _Δ | 0.78 | 0.26 | 90 | 6 | 100.0 _i | 0 | 0 | 28 | 0.0 _Δ |
| Los Angeles (Level 1) | 0.34 | 94 | 1.54 | 0.19 | 3.22 _i | 2.04 | 0.91 | 91 | 14 | 85.7 _Δ | 14.3 | 0 | 55 | 0.0 _Δ |
| San Diego (Level 1) | 0.29 | 94 | 1.63 | 0.27 | 1.46 | 0.00 _Δ | 0.42 | 96 | 10 | 90.0 | 10 | 0 | 40 | 0.0 _Δ |



ICU: Intensive Care Unit, N: Number of cases, CLAB: Central Line Associated Bloodstream Infection, VAP: Ventilator Associated Pneumonia, MRSA: Methicillin-resistant Staphylococcus aureus

Grey boxes with an X: Not enough cases to accurately report.

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Δ The value is less than the VA 10th percentile or equal to 0%.

i The value is greater than the VA 90th percentile or equal to 100%.

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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 22 | | | | | | | | | | | | | | | | | | |
| Las Vegas (Level 3) | | 15.83 | | 11.19 | | 12.39 | | 20.17 | | 25.39 | | 19.45 | 4.00 □ | 3.64 | 3.83 | 3.52 | 3.77 | 3.89 |
| Loma Linda (Level 1) | 11.4 | 15.11 | 10.4 | 10.98 | 13.4 | 12.93 | 14.7 | 19.53 | 18.9 | 24.44 | 17.5 | 18.54 | 3.78 | 3.59 | 3.80 | 3.72 | 3.72 | 3.83 |
| Long Beach (Level 2) | 11.2 | 13.85 | 8.0 | 9.39 | 10.8 | 10.12 | 14.1 | 20.03 | 24.9 * | 25.13 | 15.4 | 18.71 | 3.86 | 3.71 □ | 3.82 | 3.58 | 3.74 | 3.84 |
| Los Angeles (Level 1) | 11.2 | 13.85 | 6.2 | 9.39 | 10.9 | 10.12 | 15.1 | 20.03 | 19.1 | 25.13 | 15.8 | 18.71 | 3.61 » | 3.53 | 3.68 » | 3.52 | 3.64 | 3.79 |
| San Diego (Level 1) | 11.2 | 14.89 | 8.0 | 11.12 | 9.4 | 11.98 | 13.8 | 18.64 | 19.9 | 24.2 | 15.6 | 18.09 | 3.81 | 3.62 | 3.82 | 3.71 | 3.77 | 3.84 |



* 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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 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.
 VISN: region of Veterans Health Administration
 * The value is significantly higher than 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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