Outcome Measures ----------(pg. 2)
Acute Care Process Measures--(pg. 3)
ICU Process Measures----------(pg. 4)
Outpatient Process Measures---(pg. 5)
Safety Measures----------(pg. 6)
Annual Measures----------(pg. 7)

# VISN 6 FY2012 through Q4 Outcome Measures

| | 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 6** | | | | | | | | | |
| **Asheville (Level 2)** | 0.98 | (0.84, 1.14) | 0.99 | 0.93 | (0.74, 1.16) | 1.06 | (0.87, 1.27) | 0.87 | **1.63** ǂ |
| *MICU/CCU* | | | | 0.84 | (0.64, 1.08) | 1.03 | (0.83, 1.26) | 1.02 | |
| *SICU* | | | | X | | 1.19 | (0.76, 1.77) | 0.68 | |
| **Beckley (Level 4)** | 1.19 | (0.9, 1.54) | 0.79 | X | | 1.29 | (0.9, 1.78) | 0.55 | |
| *Mixed* | | | | X | | 1.29 | (0.9, 1.78) | 0.55 | |
| **Durham (Level 1)** | **0.81** ƒ | (0.7, 0.93) | 1.25 | **0.71** ƒ | (0.57, 0.88) | **0.79** ƒ | (0.64, 0.96) | 0.91 | 0.84 |
| *MICU* | | | | **0.72** ƒ | (0.5, 0.99) | 0.88 | (0.65, 1.17) | 1.42 | |
| *CCU* | | | | 0.82 | (0.54, 1.18) | 0.78 | (0.54, 1.09) | 0.59 | |
| *SICU* | | | | **0.58** ƒ | (0.35, 0.92) | **0.65** ƒ | (0.41, 0.99) | 0.91 | |
| **Fayetteville NC (Level 4)** | 0.92 | (0.69, 1.2) | 0.67 | X | | 1.05 | (0.69, 1.51) | 0.46 | |
| *Mixed* | | | | X | | 1.05 | (0.69, 1.51) | 0.46 | |
| **Hampton (Level 3)** | 1.08 | (0.85, 1.36) | 0.98 | 1.41 | (0.94, 2.02) | 1.04 | (0.71, 1.48) | 0.85 | 0.35 |
| *Mixed* | | | | 1.41 | (0.94, 2.02) | 1.04 | (0.71, 1.48) | 0.85 | |
| **Richmond (Level 1)** | 0.89 | (0.77, 1.01) | 1.00 | 0.85 | (0.69, 1.04) | 0.97 | (0.8, 1.16) | 1.21 | 1.28 |
| *MICU/CCU* | | | | 0.89 | (0.69, 1.12) | 1.05 | (0.85, 1.28) | 1.19 | |
| *SICU* | | | | 0.76 | (0.48, 1.15) | 0.75 | (0.49, 1.11) | 1.25 | |
| **Salem (Level 2)** | 0.86 | (0.72, 1.02) | 1.01 | 0.76 | (0.54, 1.04) | 0.86 | (0.65, 1.11) | 0.82 | 1.03 |
| *MICU/CCU* | | | | 0.77 | (0.49, 1.16) | 0.95 | (0.67, 1.3) | 0.83 | |
| *SICU* | | | | 0.74 | (0.42, 1.19) | 0.74 | (0.45, 1.14) | 0.81 | |
| **Salisbury (Level 3)** | 1.12 | (0.9, 1.38) | 0.97 | X | | 1.11 | (0.76, 1.55) | 0.77 | 1.29 |
| *Mixed* | | | | X | | 1.11 | (0.76, 1.55) | 0.77 | |



*SMR: Standardized Mortality Ratio, OE: Observed/Expectied*
*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*
ǂ *The value is a high outlier.*
ƒ *The SMR is significantly lower than 1.*

**Click here to return to contents**

# VISN 6 FY2012 through Q4 Acute Care Process Measures

| | %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 6** | | | | | | | | | | | |
| **Asheville (Level 2)** | 10.7 | 76.8 ¡ | 0.35 | 5.60 | ✓ | ✓ | ✓ | 9.9 | 0.81 | 17.1 | 0.98 |
| **Beckley (Level 4)** | **18.1** ¡ | 82.1 ¡ | 0.36 | 5.11 | ✓ | | ★ | | 0.89 | 23.5 | **1.44** ¡ |
| **Durham (Level 1)** | 12.6 | 72.6 ¡ | -0.21 | 5.76 | ✓ | ✓ | ★ | 9.7 | 0.89 | 25.0 | 0.86 |
| **Fayetteville NC (Level 4)** | **9.2** ¿ | 84.8 ¡ | 0.47 | 4.85 | ✓ | | ✓ | 13.0 | 1.17 | **11.0** ¿ | 1.09 |
| **Hampton (Level 3)** | **8.8** ¿ | 80.9 ¡ | 0.28 | 5.28 | ✓ | ✓ | ★ | 11.7 | 0.83 | 20.4 | 0.74 |
| **Richmond (Level 1)** | 14.6 | 68.6 ¡ | -0.71 | 4.42 | ✓ | ✓ | ★ | 11.1 | 1.11 | 23.7 | 1.04 |
| **Salem (Level 2)** | 11.4 | 77.5 ¡ | -0.13 | 5.08 | ✓ | ✓ | ✓ | 11.4 | 1.04 | 15.5 | 0.96 |
| **Salisbury (Level 3)** | **7.5** ¿ | 79.5 ¡ | -0.21 | 5.36 | ✓ | ✓ | - | 5.9 | **0.61** ¿ | **7.5** ¿ | 0.84 |

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

*DVT: Deep Venous Thrombosis, OMELOS: Observed Minus Expected Length of Stay, LOS: Length of Stay, CAP: Community Aquired 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.*
*VISN: region of Veterans Health Administration*

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

¡ *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*

**Click here to return to contents**

# VISN 6 FY2012 through Q4 ICU Process Measures

| | 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 6** | | | | | | | |
| **Asheville (Level 2)** | 1.9 | 20.0 | 84.6 ¡ | 98 | 0.33 | 3.45 | ✓ |
| **Beckley (Level 4)** | 3.2 | 25.9 | 81.7 ¡ | | 0.07 | 2.61 | |
| **Durham (Level 1)** | 2.4 | 15.8 | 76.3 ¡ | 98 | -0.49 | 2.93 | ✓ |
| **Fayetteville NC (Level 4)** | 1.4 | **30.9** ¡ | 78.8 ¡ | | 0.16 | 2.49 | |
| **Hampton (Level 3)** | 2.1 | **29.7** ¡ | 81.0 ¡ | 100 | **0.90** ¡ | 3.76 | |
| **Richmond (Level 1)** | 3.2 | 17.4 | 76.8 ¡ | 97 | 0.23 | 3.69 | ✓ |
| **Salem (Level 2)** | 2.5 | 21.7 | 74.8 ¡ | 97 | **1.15** ¡ | **4.09** ¡ | ✓ |
| **Salisbury (Level 3)** | 1.7 | 23.1 | 90.7 ¡ | 93 | -0.31 | 2.88 | |

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

*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*
*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*

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✓ *- Data is within 2 standard deviations of the mean*

**Click here to return to contents**

# VISN 6 FY2012 through Q4 Outpatient Process Measures

| | 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 6** | | | | | | |
| **Asheville (Level 2)** | 0.90 | ✓ | ✓ | ✓ | ✓ | ✓ |
| **Beckley (Level 4)** | 1.18 | ✓ | ✓ | + | ✓ | ✓ |
| **Durham (Level 1)** | 0.91 | ✓ | - | + | ✓ | ✓ |
| **Fayetteville NC (Level 4)** | 1.27 | - | - | ✓ | ✓ | ✓ |
| **Hampton (Level 3)** | 1.03 | ✓ | ✓ | + | ✓ | ✓ |
| **Richmond (Level 1)** | 1.06 | ✓ | ✓ | + | ✓ | ✓ |
| **Salem (Level 2)** | 1.11 | ✓ | ✓ | ✓ | ✓ | - |
| **Salisbury (Level 3)** | **0.61** ¿ | ✓ | ✓ | + | ✓ | ✓ |

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

*OE: Observed/Expectied*
*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*

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

✓ *- Data is within 2 standard deviations of the mean*

\+ *- Data is above 2 standard deviations of the mean*

\- *- Data is below 2 standard deviations of the mean*

**Click here to return to contents**

# VISN 6 FY2012 through Q4 Safety Measures

| | 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 | | | | | | | | | |
| | 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 (%) | Total N | % <=45 days | % 46-90 days | % >90 days | Total N | % Not Rptd |
| **National Aggregates** | | | | | | | | | | | | | | |
| **Mean** | **0.18** | **95** | **0.71** | **0.15** | **1.06** | **1.55** | **0.31** | **95** | | | | | | |
| **VISN 6** | | | | | | | | | | | | | | |
| **Asheville (Level 2)** | 0.59 | 91 | **3.43** ¡ | 0.61 | **0.00** ¿ | **6.67** ¡ | 0.54 | 93 | 15 | **100.0** ¡ | 0 | 0 | 53 | **0.0** ¿ |
| **Beckley (Level 4)** | 0.00 | 97 | X | 0.00 | X | X | 0.00 | 96 | 13 | **100.0** ¡ | 0 | 0 | 45 | **0.0** ¿ |
| **Durham (Level 1)** | 0.18 | 96 | 1.62 | 0.15 | 1.65 | 2.39 | 0.31 | 96 | 7 | **100.0** ¡ | 0 | 0 | 42 | **0.0** ¿ |
| **Fayetteville NC (Level 4)** | 0.00 | 96 | X | 0.00 | X | X | 0.00 | 98 | 11 | **63.6** ¿ | 36.4 | 0 | 43 | **0.0** ¿ |
| **Hampton (Level 3)** | 0.08 | 96 | 0.71 | 0.00 | 1.86 | **0.00** ¿ | 0.63 | 97 | 8 | **100.0** ¡ | 0 | 0 | 80 | **0.0** ¿ |
| **Richmond (Level 1)** | 0.13 | 87 | 0.68 | 0.12 | 1.05 | 2.80 | 0.17 | 83 | 8 | **100.0** ¡ | 0 | 0 | 62 | **0.0** ¿ |
| **Salem (Level 2)** | 0.12 | 97 | X | 0.16 | 0.75 | 1.98 | 0.00 | 98 | 6 | **100.0** ¡ | 0 | 0 | 73 | **0.0** ¿ |
| **Salisbury (Level 3)** | 0.00 | 96 | **0.00** ¿ | 0.00 | X | X | 0.00 | 98 | 9 | 88.9 | 11.1 | 0 | 80 | **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*
*Grey boxes with an X: Not enough cases to accurately report.*
*FY: Fiscal Year (Begins in October 2011), CY: Calendar Year, Q: Quarter*
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*VISN: region of Veterans Health Administration*

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

**Click here to return to contents**

# VISN 6 FY2012 through Q4 Annual Measures

| | 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 | | | | | | | |
| | VHA | Hospital Referral Region | VHA | Hospital Referral Region | VHA | Hospital Referral Region | VHA | Hospital Referral Region | VHA | Hospital Referral Region | VHA | Hospital Referral Region | Safety | Leadership | Customer Focus | Demand | Civility | Overall Satisfaction |
| **National Aggregates** | | | | | | | | | | | | | | | | | | |
| **Mean** | **11.3** | | **8.2** | | **11.3** | | **14.6** | | **21.0** | | **16.2** | | | | | | | |
| **VISN 6** | | | | | | | | | | | | | | | | | | |
| **Asheville (Level 2)** | 11.3 | 14.69 | 9.8 | 12.97 | 10.3 | 11.39 | 13.3 | 19.24 | 17.8 | 22.13 | 14.6 | 17.57 | **3.62** » | 3.47 | 3.74 | **3.81** □ | 3.69 | 3.84 |
| **Beckley (Level 4)** | 11.3 | 15.33 | 7.2 | 11.2 | 10.6 | 11.99 | 14.2 | 20.78 | 21.1 | 25.5 | **19.4** ✣ | 19.81 | 3.94 | 3.68 | 3.82 | 3.64 | 3.76 | 3.91 |
| **Durham (Level 1)** | 11.5 | 15.32 | 7.9 | 11.31 | 9.2 | 12.58 | 13.8 | 19.63 | 19.9 | 25.49 | 13.0 | 19.79 | **3.65** » | 3.53 | 3.75 | 3.58 | 3.64 | 3.77 |
| **Fayetteville NC (Level 4)** | 11.4 | 15.28 | 8.6 | 10.34 | 14.0 | 11.93 | 14.6 | 20.18 | 17.3 | 23.44 | 13.5 | 19.46 | **3.53** » | **3.40** » | **3.61** » | 3.58 | **3.57** » | **3.64** » |
| **Hampton (Level 3)** | 11.4 | 15.48 | 6.9 | 12.05 | 9.4 | 13.18 | 14.1 | 18.51 | 19.8 | 23.83 | 15.0 | 18.71 | **3.59** » | **3.43** » | **3.66** » | 3.52 | **3.56** » | **3.64** » |
| **Richmond (Level 1)** | 11.4 | 15.48 | 7.4 | 11.63 | 13.4 | 12.21 | 13.5 | 20.61 | 22.4 | 25.13 | 18.2 | 19.54 | **3.63** » | 3.54 | 3.71 | 3.53 | 3.60 | 3.73 |
| **Salem (Level 2)** | 11.7 | 15.06 | 8.7 | 11.91 | 11.8 | 11.78 | 14.1 | 19.64 | 21.2 | 24.13 | 16.6 | 19.7 | 3.86 | **3.46** » | 3.73 | 3.51 | **3.55** » | 3.87 |
| **Salisbury (Level 3)** | 11.4 | 15.51 | 8.2 | 11.96 | 11.8 | 12.66 | 14.1 | 19.29 | 16.7 | 23.9 | 16.0 | 18.73 | 3.70 | **3.40** » | **3.63** » | 3.55 | **3.55** » | 3.79 |



** 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*
*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*

✣ *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.*

**Click here to return to contents**