Albany - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.751	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.876	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.760	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.492	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.629	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	7.856	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.834	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.338	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.376	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	14.089	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.165	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.730	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.320	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.117	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.999	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	258.084	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	58.917	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.566	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.227	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.445	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.065	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	15.590	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	79.390	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.341	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	76.187	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.868	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	74.732	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.116	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	32.263	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	9.513	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	51.876	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	54.622	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	60.899	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.831	96.093	91.008 - 94.386 - 96.093

Albuquerque - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.063	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.123	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.263	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.145	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.436	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.769	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.859	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.504	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.579	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.594	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.658	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.851	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.588	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	95.276	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.172	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	258.358	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.002	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.690	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.475	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.722	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.844	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.987	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	71.162	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	91.646	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	69.126	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.955	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	72.355	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	86.339	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	253.309	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.901	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	44.953	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.151	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.628	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.157	96.093	91.008 - 94.386 - 96.093

Alexandria - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.697	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.132	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	2.658	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.333	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.353	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.921	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.220	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.792	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.547	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	6.062	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.541	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.153	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	255.553	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.192	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.796	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.490	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.744	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.784	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.298	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	85.029	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	92.083	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	59.670	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	81.030	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	60.941	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.011	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	103.548	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	30.261	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	48.012	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.573	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.803	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.405	96.093	91.008 - 94.386 - 96.093

Altoona - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.556	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.759	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.334	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.208	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.589	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.527	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.812	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.303	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.553	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	100.000	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	93.545	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	274.294	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	56.063	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.438	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.271	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.530	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.673	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.460	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	79.115	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.572	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	81.155	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.045	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	63.524	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.556	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	146.822	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	16.992	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	56.744	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	61.237	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	70.379	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.922	96.093	91.008 - 94.386 - 96.093

Amarillo - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.924	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.772	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.210	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.395	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.761	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	7.874	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.728	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.193	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.716	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.806	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.205	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.866	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.309	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.939	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.194	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	268.279	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.154	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.592	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.353	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.620	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.600	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	39.154	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	92.746	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.779	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	69.221	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.720	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	64.835	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.981	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	111.455	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	30.698	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	41.553	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	41.595	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.634	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	89.909	96.093	91.008 - 94.386 - 96.093

Anchorage - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.354	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	59.429	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.621	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.447	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.588	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.385	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	44.128	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	69.647	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.290	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.769	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.186	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	87.338	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.430	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	57.370	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	27.071	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.969	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	51.391	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.573	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	87.730	96.093	91.008 - 94.386 - 96.093

Ann Arbor - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.667	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.857	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.023	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.662	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.546	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.977	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.447	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.660	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.638	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.462	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.457	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.276	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	272.726	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.884	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.719	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.609	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.877	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.056	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.055	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	79.047	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.439	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	62.313	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.854	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	68.676	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.017	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	41.152	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.095	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.743	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	51.315	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	56.535	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.478	96.093	91.008 - 94.386 - 96.093

Asheville - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.851	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.088	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.078	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.466	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.055	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.239	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.092	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	10.226	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.667	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.979	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.418	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.591	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.647	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.461	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.727	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	275.677	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.908	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.753	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.655	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.965	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.608	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	21.936	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	81.238	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.691	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	61.476	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.137	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	77.550	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.041	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	40.083	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.625	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	48.876	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	57.847	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	62.602	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.890	96.093	91.008 - 94.386 - 96.093

Atlanta - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.861	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.768	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.202	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.158	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.434	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.077	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.974	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.469	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.851	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.672	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.467	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.138	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.387	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.288	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.665	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	247.204	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.357	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.665	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.414	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.602	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.059	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	34.923	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	35.044	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.326	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	57.862	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.769	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	83.372	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.530	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	189.599	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	23.919	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	35.333	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	39.425	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	44.498	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.671	96.093	91.008 - 94.386 - 96.093

Augusta - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.335	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.074	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.901	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.023	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.938	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.505	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.278	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	10.279	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.580	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.060	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	22.324	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.548	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.533	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.237	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.787	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	243.579	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	51.910	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.435	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.164	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.375	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.562	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	36.103	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	83.961	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.217	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	65.333	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.081	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	67.462	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.015	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	162.722	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	26.745	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	47.098	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.562	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.902	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	90.236	96.093	91.008 - 94.386 - 96.093

Baltimore - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.697	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.939	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.842	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.562	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.241	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.035	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.104	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.462	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.279	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.327	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	22.365	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.381	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.126	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.221	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.482	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	234.633	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.443	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.744	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.495	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.718	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.359	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	34.505	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	50.052	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.384	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	71.174	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.754	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	82.759	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	87.324	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	34.090	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.717	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.777	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.088	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	51.928	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	90.842	96.093	91.008 - 94.386 - 96.093

Bath - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.623	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.925	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.217	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.663	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.917	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.862	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.340	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.003	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.062	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.241	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.807	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.501	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	268.879	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	67.663	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.850	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.703	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.839	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	18.976	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	33.503	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	71.529	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.886	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	59.296	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.407	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	70.827	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.500	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	8.623	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	4.389	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.461	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.070	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.975	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.482	96.093	91.008 - 94.386 - 96.093

Battle Creek - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.980	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.019	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	2.158	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.873	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.998	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.377	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.031	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.478	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.169	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	234.474	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	58.187	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.597	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.400	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.623	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.376	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	22.940	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	66.800	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.218	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	75.824	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.204	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	73.633	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.879	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	72.702	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	9.023	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	42.304	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	46.175	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	54.994	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.082	96.093	91.008 - 94.386 - 96.093

Bay Pines - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.722	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.109	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.224	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.638	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.509	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.688	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.436	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.027	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.069	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.008	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.688	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.478	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	17.702	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.333	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.461	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.456	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	255.547	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.400	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.691	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.544	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.791	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.846	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.724	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	55.730	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.853	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	65.134	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.818	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	60.492	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.999	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	72.209	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.738	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	45.872	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.495	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.160	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.326	96.093	91.008 - 94.386 - 96.093

Beckley - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.752	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.104	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.314	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.759	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.972	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	12.825	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.354	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.810	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.170	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.380	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.170	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.176	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	262.266	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.349	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.812	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.637	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.925	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	1.676	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.534	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	84.615	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.233	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	64.852	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.424	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	75.513	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	87.160	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	8.961	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	3.211	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	50.549	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	53.783	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.395	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	90.146	96.093	91.008 - 94.386 - 96.093

Bedford - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.672	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.504	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.686	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.468	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.674	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.201	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.600	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	97.912	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.438	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	82.905	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.205	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	87.483	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	93.559	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	20.714	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.379	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	60.020	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	64.457	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	66.647	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.257	96.093	91.008 - 94.386 - 96.093

Big Spring - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.605	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.648	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.043	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.123	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.353	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	59.987	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.652	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.332	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.544	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	18.533	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.600	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	76.468	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	89.184	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	78.086	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.958	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	49.194	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	89.215	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	58.189	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.434	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.137	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	41.500	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	50.138	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.106	96.093	91.008 - 94.386 - 96.093

Birmingham - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.051	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.978	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.928	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.095	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.653	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.104	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.785	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.957	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.959	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.140	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.095	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.290	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.529	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.328	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.079	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	258.014	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.024	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.685	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.537	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.787	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.247	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.686	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	78.858	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.540	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	73.053	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.912	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	70.014	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.594	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	32.434	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	11.698	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	50.108	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.951	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	63.230	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.739	96.093	91.008 - 94.386 - 96.093

Boise - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.024	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.169	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.342	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.522	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.397	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.783	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	14.035	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.891	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.395	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.411	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.127	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.407	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	259.194	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.487	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.694	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.598	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.893	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.786	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	25.704	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	91.913	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.733	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.695	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.586	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	77.863	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.631	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	216.439	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	28.785	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.804	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.659	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.382	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.530	96.093	91.008 - 94.386 - 96.093

Boston - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.860	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.788	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.916	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.334	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.478	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.609	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.137	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.006	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	4.755	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.443	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.699	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.680	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.442	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.662	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.347	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.025	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	259.377	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.030	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.825	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.675	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.956	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.159	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	31.909	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	70.754	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.133	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	82.806	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.300	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	83.589	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	93.476	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	30.116	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.095	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	55.678	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	56.663	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	64.377	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.403	96.093	91.008 - 94.386 - 96.093

Bronx - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.261	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.056	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.952	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.958	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.633	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.159	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.759	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.961	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.134	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.073	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.629	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.290	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	6.629	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.860	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.383	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	262.438	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.962	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.796	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.665	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.840	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.547	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	34.583	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	87.780	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.844	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	86.565	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.023	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	70.856	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.921	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	23.143	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.015	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	45.806	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	54.041	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.944	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.744	96.093	91.008 - 94.386 - 96.093

Brooklyn - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.273	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.830	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.998	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.137	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.312	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.953	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.105	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.758	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.269	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.152	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.046	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.941	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.609	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.532	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.955	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.186	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	246.088	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.695	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.711	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.528	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.706	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	1.976	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.252	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	81.239	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.128	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	88.798	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.317	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	56.155	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.728	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	10.245	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	1.044	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	51.227	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	60.706	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	60.507	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	91.008	96.093	91.008 - 94.386 - 96.093

Buffalo - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.224	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.151	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.700	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.733	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.999	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.799	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.067	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.859	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.231	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	14.010	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.340	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.275	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.866	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.533	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.806	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.020	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	245.808	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.887	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.688	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.449	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.708	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.620	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.459	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	82.723	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.825	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	81.896	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.379	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	72.872	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	89.201	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	62.556	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	9.743	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.739	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	62.874	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	67.845	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.675	96.093	91.008 - 94.386 - 96.093

Butler - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.239	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	72.448	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.941	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.775	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	4.094	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.412	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	39.807	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	94.902	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.901	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	92.785	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.815	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	70.460	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.129	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	26.881	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.120	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	57.854	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	70.513	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	71.397	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.063	96.093	91.008 - 94.386 - 96.093

Canandaigua - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.492	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	70.985	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.866	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.698	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.934	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	11.264	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.721	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	49.641	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.008	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	75.735	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.698	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	84.969	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.512	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	90.825	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	16.435	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.677	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	54.745	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	60.715	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.163	96.093	91.008 - 94.386 - 96.093

Central Iowa - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.082	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.149	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.178	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.978	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.202	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.330	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.628	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.172	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.073	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.368	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.940	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.734	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	95.270	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.964	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	253.145	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	58.649	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.573	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.279	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.598	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.939	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.109	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	80.046	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.683	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	87.269	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.966	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	59.686	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.990	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	315.771	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	33.777	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.751	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.913	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	58.485	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.788	96.093	91.008 - 94.386 - 96.093

Charleston - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.823	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.838	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.035	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.536	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.710	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.104	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.062	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.005	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	9.281	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.113	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.608	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.770	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.079	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.863	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.088	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	93.335	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	261.797	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.597	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.717	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.498	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.755	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.551	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.549	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	58.298	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.099	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	66.688	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.598	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	76.059	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.688	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	50.555	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.672	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	43.526	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	48.008	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	51.721	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.994	96.093	91.008 - 94.386 - 96.093

Cheyenne - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.901	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.927	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.884	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	3.601	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.478	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.399	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.706	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.233	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.882	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.654	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.045	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.514	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	86.527	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	266.038	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.314	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.673	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.386	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.606	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	13.837	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.166	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	74.004	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.806	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	65.545	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.511	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	74.629	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.944	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	6.322	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.418	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.993	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	38.968	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	48.197	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.791	96.093	91.008 - 94.386 - 96.093

Chicago - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.836	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.871	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.886	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	3.599	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.888	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.096	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.124	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.050	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.560	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.220	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.537	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.382	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.315	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.740	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.038	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	257.741	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.218	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.743	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.535	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.737	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.692	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.549	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	94.365	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.650	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.578	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.142	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	73.922	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.534	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	124.172	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	14.094	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.975	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.649	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.186	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.777	96.093	91.008 - 94.386 - 96.093

Chillicothe - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.241	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.728	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.222	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.850	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.724	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.300	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.043	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.592	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.391	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.557	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.702	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	252.307	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.754	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.654	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.541	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.817	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.969	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	31.971	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	73.695	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.317	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	78.220	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.055	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	72.214	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.357	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	35.985	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.632	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	39.865	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	39.017	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	45.667	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.480	96.093	91.008 - 94.386 - 96.093

Cincinnati - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.845	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.005	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.902	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.883	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.485	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.425	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.156	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.172	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.679	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.288	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.046	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.407	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.519	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.681	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.845	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.426	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	262.338	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.758	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.657	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.514	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.782	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.914	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.408	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	59.541	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.207	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	73.274	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.001	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	81.965	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.754	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	36.297	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.423	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	50.371	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	56.843	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.619	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.166	96.093	91.008 - 94.386 - 96.093

Clarksburg - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.677	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.270	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.780	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	4.525	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.287	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.382	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	13.165	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.126	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.974	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.351	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.788	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	95.920	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.719	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	272.210	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.456	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.583	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.300	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.579	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.014	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.364	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	97.367	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.713	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	75.257	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.989	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	77.655	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.220	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	33.499	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	11.535	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	54.808	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.084	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	62.855	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.924	96.093	91.008 - 94.386 - 96.093

Cleveland - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.543	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.607	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.902	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.155	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.832	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.667	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.195	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.820	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.233	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.278	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.006	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.610	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.502	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.992	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.896	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.688	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	254.531	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.632	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.721	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.649	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.908	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.582	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.891	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	72.143	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.487	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.768	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.249	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	76.347	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.328	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	60.814	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	10.171	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	48.723	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	53.458	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.074	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.299	96.093	91.008 - 94.386 - 96.093

Coatesville - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.022	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.072	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.000	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.536	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.921	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.104	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.926	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.274	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.742	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	260.634	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.302	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.788	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.519	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.750	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.746	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.873	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	96.250	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.547	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	91.600	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.655	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	72.026	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.502	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	32.028	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.640	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	60.267	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	64.502	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	71.364	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.006	96.093	91.008 - 94.386 - 96.093

Columbia MO - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.885	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.166	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.179	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	3.062	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.625	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.068	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.240	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.931	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.648	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.300	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.427	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.564	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.501	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.991	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.327	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	263.624	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	67.394	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.751	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.684	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.940	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.023	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.552	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	83.904	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.589	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	51.570	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.378	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	55.766	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.959	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	47.962	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.326	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	54.526	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	58.088	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	62.416	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.789	96.093	91.008 - 94.386 - 96.093

Columbia SC - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.833	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.002	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.084	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.364	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.376	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.295	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.466	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.963	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.249	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.541	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.023	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.336	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.169	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.536	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.601	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	251.539	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	57.550	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.578	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.229	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.478	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.115	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.532	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	38.021	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	93.008	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	43.785	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.021	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	76.328	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.259	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	398.527	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	21.478	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.353	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	48.657	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	56.582	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.938	96.093	91.008 - 94.386 - 96.093

Columbus - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.398	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	70.941	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.814	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.705	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.929	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.769	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	17.383	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	70.977	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	90.355	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	69.782	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.554	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	73.486	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.349	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	33.585	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.222	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	45.595	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	45.974	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.553	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.633	96.093	91.008 - 94.386 - 96.093

Connecticut - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.804	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.649	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.798	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.925	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.430	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.323	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.298	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.997	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.492	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.152	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.527	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.851	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.470	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.349	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.804	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.895	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	247.233	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.407	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.689	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.515	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.733	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.605	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.360	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	92.160	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.507	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	87.803	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.368	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	89.668	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	92.123	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	21.436	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	2.873	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	56.425	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	59.660	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	66.756	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.717	96.093	91.008 - 94.386 - 96.093

Dallas - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.953	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.935	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.622	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.675	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.935	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.866	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.077	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.453	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.079	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.076	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.995	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	23.979	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.761	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.195	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.998	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.638	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	231.333	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.767	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.673	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.392	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.627	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.829	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	32.089	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	64.934	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.879	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	54.063	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.401	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	70.542	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	93.175	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	44.488	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.332	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.844	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	43.097	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.833	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.795	96.093	91.008 - 94.386 - 96.093

Danville - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.105	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.805	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.242	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	1.229	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.285	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.065	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.354	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.539	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.592	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.379	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	95.745	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.220	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	251.593	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.190	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.692	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.385	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.728	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.177	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.804	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	92.373	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.197	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	76.113	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.557	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	82.952	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.201	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	51.448	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.843	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	54.686	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	56.971	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	64.780	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.389	96.093	91.008 - 94.386 - 96.093

Dayton - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.718	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.909	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.623	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.976	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.676	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.115	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.724	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	9.258	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.716	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.913	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.214	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.775	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.306	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.656	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.333	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	244.997	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.011	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.667	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.459	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.688	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.551	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.558	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	77.403	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.318	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	77.913	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.408	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	79.884	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.681	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	71.017	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.017	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	39.560	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	46.191	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	51.448	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.963	96.093	91.008 - 94.386 - 96.093

Denver - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.668	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.740	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.843	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.043	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.475	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.274	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.080	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.750	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.904	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.435	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.151	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.792	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.729	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.362	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.201	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.819	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	241.867	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	54.628	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.428	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.088	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.300	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.168	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	22.143	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	57.108	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.404	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.447	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.840	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	66.130	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	81.766	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	424.129	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	14.194	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.496	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	41.664	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	47.145	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.664	96.093	91.008 - 94.386 - 96.093

Detroit - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.834	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.070	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.981	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.932	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.887	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.058	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.776	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.637	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.035	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.873	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.407	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.549	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.583	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.673	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.397	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	245.233	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.683	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.696	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.502	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.723	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.137	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.305	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	91.147	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.493	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	49.262	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.734	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	80.901	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.474	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	20.115	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	3.532	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	40.971	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	38.270	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	47.227	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.272	96.093	91.008 - 94.386 - 96.093

Dublin - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.623	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.928	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.256	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.302	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.902	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.619	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.287	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.135	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.547	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.969	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.169	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.411	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	261.370	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.104	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.718	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.423	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.677	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.584	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.699	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	60.299	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.860	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	48.439	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.542	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	62.496	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.232	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	56.557	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.377	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	42.219	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.137	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.366	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.609	96.093	91.008 - 94.386 - 96.093

Durham - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.775	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.902	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.616	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.148	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.447	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	5.256	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.216	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.445	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.340	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.821	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.461	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.185	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.759	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.816	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.250	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.653	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	247.014	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.444	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.765	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.641	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.864	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.527	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.320	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	41.609	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	89.878	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	52.924	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.870	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	55.578	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.661	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	71.982	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	17.335	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.933	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	40.434	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	49.193	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.909	96.093	91.008 - 94.386 - 96.093

East Orange - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.921	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.897	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.736	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.332	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.064	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.311	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.525	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.612	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.007	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.554	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.579	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.170	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.856	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.707	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.771	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	259.673	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.497	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.749	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.545	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.738	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.816	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	20.720	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	92.715	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.365	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	62.724	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.731	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	65.451	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.862	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	52.337	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	9.514	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.854	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	58.353	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	63.746	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.764	96.093	91.008 - 94.386 - 96.093

El Paso - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.378	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.035	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.663	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.428	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.608	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.365	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	47.770	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	71.817	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.456	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	47.193	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.003	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	62.772	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	82.606	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	14.389	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.358	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	39.142	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	45.183	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	46.124	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.747	96.093	91.008 - 94.386 - 96.093

Erie - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.387	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.759	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	2.741	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	5.025	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.710	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.639	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.380	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.953	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.047	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	2.257	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	100.000	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.076	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	275.556	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.752	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.699	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.527	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.798	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.189	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	31.062	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	91.001	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.557	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	89.915	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.234	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	76.685	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.863	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	62.365	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.596	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	57.293	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	62.628	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	65.472	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.819	96.093	91.008 - 94.386 - 96.093

Fargo - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.823	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.922	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.226	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.750	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.167	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.152	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.258	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.909	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.880	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.913	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.792	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.667	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.936	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.600	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.408	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	270.669	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.510	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.725	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.551	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.865	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.567	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	23.996	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	85.682	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.633	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	74.970	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.927	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	65.803	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.283	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	56.388	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.464	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	55.490	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	56.712	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	65.836	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.175	96.093	91.008 - 94.386 - 96.093

Fayetteville AR - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.503	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.020	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.636	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.503	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.149	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.355	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	9.365	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.774	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.153	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.660	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.001	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.669	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	94.956	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.301	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	261.608	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	72.900	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.881	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.844	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	4.141	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.752	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	38.215	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	75.464	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.951	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	74.290	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.463	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	68.157	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.709	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	28.372	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	4.037	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	53.734	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	57.953	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	68.253	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.483	96.093	91.008 - 94.386 - 96.093

Fayetteville NC - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.022	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.880	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.065	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.378	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.609	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.247	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.256	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.714	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.011	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.672	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.542	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	239.239	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	56.764	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.532	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.218	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.436	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.830	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.560	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	35.131	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	75.619	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	54.778	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	91.086	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	66.631	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.228	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓		21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓		4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	33.510	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	41.384	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	42.331	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.712	96.093	91.008 - 94.386 - 96.093

Fort Meade - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.619	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.953	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.655	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.472	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.490	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.610	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.300	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.216	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.820	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.029	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	94.659	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	93.468	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	272.838	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.303	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.641	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.304	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.720	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.836	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	34.231	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	80.046	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.961	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	75.198	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.254	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	55.827	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.064	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	47.805	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.248	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	50.019	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.477	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.777	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	89.113	96.093	91.008 - 94.386 - 96.093

Fort Wayne - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.165	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.905	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.863	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.292	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	12.737	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.274	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.418	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.760	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.767	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.591	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	93.185	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	250.796	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	51.230	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.391	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.089	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.401	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.591	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.106	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	78.565	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.494	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.486	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.952	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	64.807	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.072	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	79.610	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.483	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	44.585	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	50.543	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.958	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.582	96.093	91.008 - 94.386 - 96.093

Fresno - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.844	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.977	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.671	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.506	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	3.215	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.077	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.927	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	9.388	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	13.039	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.487	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.981	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.427	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.891	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.649	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.942	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	251.443	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.119	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.643	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.399	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.679	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.111	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	31.186	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	92.723	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.881	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	59.557	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	89.974	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	60.701	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.558	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	98.245	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	14.938	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	49.481	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	53.113	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	58.598	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.681	96.093	91.008 - 94.386 - 96.093

Gainesville - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.085	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.205	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.933	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.040	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.565	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.020	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.787	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.766	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.870	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	14.624	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	23.677	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.155	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.384	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.147	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.111	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	270.109	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	70.566	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.878	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.764	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.976	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.596	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	37.295	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	40.891	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.002	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	61.271	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	90.884	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	58.058	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.257	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	59.725	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	13.062	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	47.921	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.345	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.923	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.336	96.093	91.008 - 94.386 - 96.093

Grand Junction - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.849	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.231	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.425	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.574	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.799	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.497	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.469	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.045	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.541	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.348	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.606	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.894	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.034	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	93.188	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	270.323	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.055	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.652	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.429	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.768	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.119	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	31.032	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	67.135	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.024	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	84.490	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.277	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	61.387	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	88.140	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	14.098	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	1.935	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	55.692	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	62.814	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	66.505	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.382	96.093	91.008 - 94.386 - 96.093

Gulf Coast HCS - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.034	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.935	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.808	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.513	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.317	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.653	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.227	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.338	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.368	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.648	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.461	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.953	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.955	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.108	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.268	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.380	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	255.129	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.438	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.743	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.560	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.811	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.726	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	21.655	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	55.775	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	91.781	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	58.919	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.716	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	69.839	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.477	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	39.095	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	10.496	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.411	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	43.069	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	48.061	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.443	96.093	91.008 - 94.386 - 96.093

Hampton - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.682	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.905	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.475	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.911	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.518	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.462	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.949	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.514	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.368	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.046	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.523	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.504	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.738	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	242.174	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	58.316	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.658	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.284	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.518	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.160	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	22.632	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	45.590	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.915	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	52.681	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.906	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	64.871	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.231	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	23.189	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.221	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	24.781	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	25.297	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	31.655	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.642	96.093	91.008 - 94.386 - 96.093

Harlingen - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.356	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.552	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.811	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.604	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.857	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.646	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	42.154	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	58.819	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.663	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	52.154	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.359	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	61.290	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.563	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	42.773	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.303	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	33.738	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	38.437	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	42.240	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	88.568	96.093	91.008 - 94.386 - 96.093

Hines - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.943	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.995	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.031	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.573	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.320	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.065	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.948	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.843	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.648	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.407	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.335	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	19.173	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.030	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.600	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.542	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	256.242	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.654	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.614	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.417	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.647	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.102	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.916	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	70.573	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.868	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	57.382	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	90.996	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	89.770	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	90.842	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	58.696	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.784	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.465	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	54.310	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	55.949	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.898	96.093	91.008 - 94.386 - 96.093

Honolulu - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.314	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.578	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.735	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.483	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.657	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.881	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	37.290	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	56.344	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.769	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	73.024	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.016	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	77.781	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.384	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	45.911	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.145	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	43.014	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	46.966	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.251	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.210	96.093	91.008 - 94.386 - 96.093

Hot Springs - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.607	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.883	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.000	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.128	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.506	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.719	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.182	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.882	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.214	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.712	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	94.348	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	263.043	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.303	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.641	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.304	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.720	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	13.861	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	34.231	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	66.921	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.500	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	81.818	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.931	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	54.731	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.582	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	47.805	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.248	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	50.019	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.477	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.777	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	89.113	96.093	91.008 - 94.386 - 96.093

Houston - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.981	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.946	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.116	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.543	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.433	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.384	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.796	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.123	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.066	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.167	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.416	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.807	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.814	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.871	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.813	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	254.213	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.047	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.650	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.467	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.672	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.598	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	33.907	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	68.750	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.519	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	63.834	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.242	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	60.915	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.732	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	71.259	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.220	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	36.181	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	42.804	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.128	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.726	96.093	91.008 - 94.386 - 96.093

Hudson Valley - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.078	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.743	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.257	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.297	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.856	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.278	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.421	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.196	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.199	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.491	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.727	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.562	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	266.499	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	59.396	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.621	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.371	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.626	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.561	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.120	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	86.961	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.390	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	79.302	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.457	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	69.216	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.335	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	84.725	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	25.579	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.087	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.221	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.416	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	90.789	96.093	91.008 - 94.386 - 96.093

Huntington - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.990	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.154	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.923	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.291	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.122	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.500	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.262	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.775	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.688	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.820	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.533	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.983	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.890	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.979	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	258.031	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	70.180	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.840	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.727	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.980	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.900	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	37.471	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	85.058	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	87.920	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	79.093	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.894	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	78.568	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.506	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	85.319	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	15.947	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	49.137	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.776	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	63.642	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.165	96.093	91.008 - 94.386 - 96.093

Indianapolis - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.867	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.963	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.841	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.798	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.496	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.411	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.360	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.903	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	10.188	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.152	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	15.332	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.882	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.122	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.231	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.347	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.264	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	262.501	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.419	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.801	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.687	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.936	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.378	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.923	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	53.084	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.021	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	81.025	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.028	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	78.839	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.421	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	60.809	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.029	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	44.969	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	50.430	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	55.605	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.838	96.093	91.008 - 94.386 - 96.093

Iowa City - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.821	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.089	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.968	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.326	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.212	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.147	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.731	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.422	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.025	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.501	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.236	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.366	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.546	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.281	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.227	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	268.937	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.665	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.765	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.571	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.860	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.854	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.860	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	64.456	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.522	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	76.690	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.978	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	49.019	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.904	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	59.087	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.479	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.913	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.316	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	63.846	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.889	96.093	91.008 - 94.386 - 96.093

Iron Mountain - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.787	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.808	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.630	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.241	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.302	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.561	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.356	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.287	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.994	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.941	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.364	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.507	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	93.092	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	277.172	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.945	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.693	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.641	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.902	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.976	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.070	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	88.751	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.823	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	66.693	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.066	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	73.784	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.105	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	40.937	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	4.673	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	51.754	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.670	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	64.238	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.942	96.093	91.008 - 94.386 - 96.093

Jackson - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.901	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.917	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.234	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.765	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.983	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.983	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.289	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.768	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.079	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	12.640	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.835	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.194	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.169	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.832	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.781	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	86.308	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	240.739	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.517	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.687	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.352	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.588	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.955	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.724	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	66.352	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.117	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	51.671	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.446	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	72.278	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.224	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	66.634	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.917	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	43.185	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	48.180	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	56.676	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.777	96.093	91.008 - 94.386 - 96.093

Kansas City - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.055	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.087	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.979	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.708	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.393	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.919	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.156	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.755	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.262	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.124	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.447	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.427	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.898	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.563	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.899	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.487	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	254.634	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.020	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.727	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.559	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.795	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.774	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	22.716	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	80.523	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.048	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	78.640	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.940	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	87.826	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	91.696	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	50.151	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	14.022	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	48.339	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.271	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	58.247	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.553	96.093	91.008 - 94.386 - 96.093

Lake City - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.132	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.161	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.362	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.110	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.119	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.498	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.569	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.514	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.911	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.883	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.667	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	94.004	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.913	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	267.232	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	70.566	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.878	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.764	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.976	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	1.728	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	37.295	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	83.914	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.470	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	75.361	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.055	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	71.631	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.771	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	59.725	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	13.062	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	47.921	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.345	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.923	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.336	96.093	91.008 - 94.386 - 96.093

Las Vegas - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.913	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.964	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.927	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.056	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.149	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	4.149	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.403	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.690	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.326	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.220	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.812	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.638	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.489	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.416	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.408	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	255.488	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	54.375	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.549	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.304	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.541	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.098	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	39.776	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	44.504	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.238	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	63.099	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.341	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	58.789	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.392	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	54.511	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.889	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	33.171	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	28.720	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	38.785	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	83.676	96.093	91.008 - 94.386 - 96.093

Leavenworth - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.014	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.929	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.752	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.195	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.555	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.627	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.688	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.900	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.421	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.064	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.350	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.799	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	95.238	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.410	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	256.894	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.669	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.732	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.491	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.759	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.966	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.492	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	73.588	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.060	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	59.382	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.402	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	63.081	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.858	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	96.359	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	11.433	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.272	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	42.325	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.650	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.851	96.093	91.008 - 94.386 - 96.093

Lebanon - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.466	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.851	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.823	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	5.671	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	3.460	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.781	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.069	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.988	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.046	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.629	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.424	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.219	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.660	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.104	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	267.861	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.483	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.705	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.491	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.836	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.491	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.318	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	93.532	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.476	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	64.103	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.214	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	70.092	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.027	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	176.152	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	19.461	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	55.954	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	58.421	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	64.262	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.466	96.093	91.008 - 94.386 - 96.093

Lexington - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.814	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.099	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.975	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.426	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.939	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.242	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.034	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.298	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	12.018	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.070	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.003	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.365	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.908	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.531	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.680	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	260.719	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.232	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.774	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.607	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.830	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.405	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	17.846	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	57.967	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.153	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	82.630	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.359	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	81.857	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	92.252	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	77.804	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.352	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	56.326	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	57.147	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	64.282	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.561	96.093	91.008 - 94.386 - 96.093

Little Rock - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.163	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.882	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.328	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.453	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.072	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.503	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.101	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.966	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.513	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.832	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.100	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	22.526	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.821	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.454	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.666	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.995	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	247.327	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.828	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.760	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.611	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.864	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.743	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.277	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	75.718	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.328	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	72.605	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.192	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	59.932	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	91.647	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	17.807	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	7.394	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	43.503	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.470	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.935	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.845	96.093	91.008 - 94.386 - 96.093

Loma Linda - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.843	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.938	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.866	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.100	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.783	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	4.684	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.339	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.913	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	10.485	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.123	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.661	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.519	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.501	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.206	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.801	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.506	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	259.069	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.470	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.639	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.431	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.665	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.754	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.366	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	75.476	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.663	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	65.081	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.269	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	70.689	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.802	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	54.234	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.911	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	40.804	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	45.237	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.629	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.079	96.093	91.008 - 94.386 - 96.093

Long Beach - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.875	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.843	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.194	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.326	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.236	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.174	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.568	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.323	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.551	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.380	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	24.202	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.759	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.683	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.972	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.537	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	253.019	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.858	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.705	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.511	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.773	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.138	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.453	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	78.103	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.123	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	83.493	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.505	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	76.735	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.773	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	56.524	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.531	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	39.340	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	42.602	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	47.715	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.501	96.093	91.008 - 94.386 - 96.093

Los Angeles - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.136	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.742	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.617	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.872	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.539	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.370	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.222	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.252	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	5.898	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.261	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.768	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.992	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.109	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.639	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.935	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.851	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	246.158	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	56.979	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.554	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.323	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.532	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.491	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.384	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	78.299	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.358	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.147	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.996	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	53.149	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.629	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	78.086	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	21.675	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	42.357	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	46.185	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	50.741	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.423	96.093	91.008 - 94.386 - 96.093

Louisville - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.210	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.090	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.967	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.396	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.534	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.161	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.296	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.485	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.502	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.581	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.275	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.789	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.000	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.174	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.769	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	262.075	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.281	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.664	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.484	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.778	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.031	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	25.753	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	88.294	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.261	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	72.585	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.250	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	88.079	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.689	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	125.443	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	12.107	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	47.076	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	53.278	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	60.525	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.239	96.093	91.008 - 94.386 - 96.093

Madison - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.815	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.001	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.126	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.485	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.183	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.672	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.846	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.346	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.675	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.648	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.568	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.519	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.961	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.032	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.691	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	277.453	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.968	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.708	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.671	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.960	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.430	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.056	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	62.098	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.985	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.282	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.565	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	79.114	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.764	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	42.818	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.676	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	48.299	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	53.270	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	59.583	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.889	96.093	91.008 - 94.386 - 96.093

Manchester - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.980	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	56.536	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.510	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.481	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.625	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.817	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	25.076	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	94.120	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.663	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	79.327	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.000	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	72.330	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.225	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	57.452	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.624	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.626	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	51.892	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	64.779	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.044	96.093	91.008 - 94.386 - 96.093

Manila - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑		92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.761	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.589	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.690	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.875	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓		2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓		23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑		92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	84.888	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑		83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	90.529	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	18.447	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	89.980	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓		21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓		4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑		54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑		59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑		64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑		96.093	91.008 - 94.386 - 96.093

Marion IL - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.941	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.294	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.376	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.863	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.155	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.560	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.054	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.154	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.532	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	95.360	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.789	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	265.289	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.375	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.690	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.450	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.787	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.827	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.746	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	67.701	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.946	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	67.823	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.487	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	76.198	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.180	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	87.050	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	20.937	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	47.140	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	53.149	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	58.863	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	91.466	96.093	91.008 - 94.386 - 96.093

Martinsburg - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.974	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.949	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.100	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.127	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.786	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	3.072	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.091	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.500	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.818	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.221	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.113	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.862	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	17.444	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.626	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.820	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.841	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	262.287	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.914	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.780	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.490	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.715	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.720	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	31.819	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	68.901	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.240	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	88.069	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.621	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	74.007	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.971	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	36.935	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	10.730	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.414	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	50.532	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	58.227	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.827	96.093	91.008 - 94.386 - 96.093

Memphis - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.189	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.934	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.079	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.322	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.218	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.136	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.093	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.408	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.178	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.988	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.140	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.407	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.698	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.852	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.800	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.049	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	242.815	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.381	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.726	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.444	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.645	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	12.410	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.140	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	64.636	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.969	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	62.837	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.462	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	66.509	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.533	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	56.261	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.182	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	42.467	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	47.315	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	56.560	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.239	96.093	91.008 - 94.386 - 96.093

Miami - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.998	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.112	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.642	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.006	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.146	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.954	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.147	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.533	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.881	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.600	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	14.209	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	23.212	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.246	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.767	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.089	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.750	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	247.050	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.468	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.659	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.469	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.703	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.204	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.752	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	69.721	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	92.385	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	58.666	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.036	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	75.312	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.644	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	114.131	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	14.696	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	42.139	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.419	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.739	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.605	96.093	91.008 - 94.386 - 96.093

Milwaukee - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.736	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.837	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.144	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.373	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.521	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.141	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.260	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.849	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.530	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.367	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	22.001	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.260	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.033	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.987	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.880	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	261.605	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.725	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.730	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.649	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.926	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.449	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.755	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	94.078	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.632	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	71.487	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.349	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	74.659	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.717	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	32.209	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.394	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	53.093	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	61.048	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	66.316	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.483	96.093	91.008 - 94.386 - 96.093

Minneapolis - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.632	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.897	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.961	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.804	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.770	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.114	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.801	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.827	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.870	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.060	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.337	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.897	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.720	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.366	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.002	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	264.305	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.277	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.655	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.605	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.847	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.644	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	23.994	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	69.913	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.291	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	65.837	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.322	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	73.547	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.177	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	46.012	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	4.855	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	49.253	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	51.053	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	56.649	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.125	96.093	91.008 - 94.386 - 96.093

Montana - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.659	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.675	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.232	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.757	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.364	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.102	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.076	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.421	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.124	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.896	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.352	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.204	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.670	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	263.741	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	52.538	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.313	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.080	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.339	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	14.458	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	32.599	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	68.057	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.188	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	77.158	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.434	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	57.495	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.884	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	50.190	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	11.844	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	42.695	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	45.031	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	49.894	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	91.827	96.093	91.008 - 94.386 - 96.093

Montgomery - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.910	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.874	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.557	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.170	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.483	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	12.436	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.421	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.498	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.667	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	6.620	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.826	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.694	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	242.086	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	59.402	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.702	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.358	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.647	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.923	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.369	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	38.986	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.292	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	54.798	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.868	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	64.478	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	89.016	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	216.843	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	24.493	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	36.579	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	40.552	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	47.615	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.320	96.093	91.008 - 94.386 - 96.093

Mountain Home - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.849	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.969	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.590	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.288	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.048	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.487	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.858	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.842	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.233	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.335	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.515	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.102	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.365	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.913	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	277.164	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.600	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.783	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.684	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.930	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.250	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.795	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	55.958	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.638	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	51.042	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.160	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	53.608	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.677	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	70.930	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	10.167	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	49.538	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	58.743	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	60.028	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.928	96.093	91.008 - 94.386 - 96.093

Murfreesboro - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.303	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.940	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.501	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.191	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.978	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.239	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.136	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.176	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.620	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.848	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.012	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.018	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	6.307	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.783	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.551	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	242.802	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.540	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.716	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.482	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.721	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.056	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.321	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	78.226	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.124	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	45.423	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.649	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	38.639	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.891	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	26.354	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	2.977	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.763	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	37.566	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	50.274	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.025	96.093	91.008 - 94.386 - 96.093

Muskogee - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.063	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.978	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.326	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.556	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.178	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.379	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.694	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.104	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.300	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.871	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.773	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.842	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.649	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.037	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	266.121	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	67.722	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.743	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.607	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.856	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.648	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.160	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	80.199	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.903	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	82.312	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.055	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	68.574	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.061	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	165.893	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	13.362	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.931	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	54.580	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.901	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.329	96.093	91.008 - 94.386 - 96.093

Nashville - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.119	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.168	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.845	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.601	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.467	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.115	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.292	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.858	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.279	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.338	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.932	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.319	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.423	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.673	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.670	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	254.752	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.540	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.716	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.482	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.721	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.317	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.321	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	56.476	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.416	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	54.022	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.393	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	38.858	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.874	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	26.354	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	2.977	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.763	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	37.566	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	50.274	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.025	96.093	91.008 - 94.386 - 96.093

New Orleans - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.893	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.526	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.668	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.453	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.627	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.525	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	18.330	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	55.434	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.950	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	54.724	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.170	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	73.976	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.304	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	107.290	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	9.289	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	42.132	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	46.889	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	49.114	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	90.908	96.093	91.008 - 94.386 - 96.093

New York - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.143	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.805	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.961	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.252	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.698	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	6.198	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.104	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	5.608	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.899	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.979	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.821	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.941	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	6.229	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.840	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.858	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	249.737	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.695	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.711	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.528	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.706	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.160	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.252	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	83.211	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.359	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	89.817	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.587	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	61.814	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.049	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	10.245	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	1.044	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	51.227	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	60.706	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	60.507	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	91.008	96.093	91.008 - 94.386 - 96.093

North Chicago - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.752	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.721	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.073	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.639	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.096	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.062	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.475	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.279	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.140	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.376	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.154	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.159	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.402	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.639	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	265.767	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	58.595	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.606	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.331	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.584	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.611	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	32.349	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	99.223	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.850	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	98.457	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.977	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	80.990	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.632	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	19.599	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	4.368	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	51.414	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	58.358	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	63.951	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.187	96.093	91.008 - 94.386 - 96.093

Northampton - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.312	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.533	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.724	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.367	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.577	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.301	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.912	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	53.737	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	90.295	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	60.557	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	91.274	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	88.610	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.759	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	19.694	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	3.875	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	50.025	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	50.402	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.743	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.109	96.093	91.008 - 94.386 - 96.093

Northport - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.988	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.736	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.521	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.464	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.960	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.057	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.247	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.249	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.688	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.590	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.394	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.557	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.609	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.711	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.118	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.578	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	256.010	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	67.163	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.794	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.634	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.899	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.684	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	39.390	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	85.142	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.844	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.523	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.348	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	79.341	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.095	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	85.454	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	15.058	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	49.186	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.857	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.651	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.465	96.093	91.008 - 94.386 - 96.093

Oklahoma City - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.930	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.954	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.385	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.762	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.327	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	4.695	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.084	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.523	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.778	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	12.475	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.284	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.599	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.229	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.869	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.057	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.707	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	240.106	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	59.835	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.607	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.372	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.544	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	13.617	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.175	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	66.958	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.019	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	58.001	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.468	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	83.571	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.351	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	102.821	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	21.985	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	39.363	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	46.834	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	51.480	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.050	96.093	91.008 - 94.386 - 96.093

Omaha - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.833	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.219	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.747	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.541	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.714	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	11.559	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	12.631	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	14.076	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.963	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.365	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.871	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.513	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.110	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	257.037	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	67.560	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.785	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.570	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.885	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.941	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	32.763	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	91.897	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.234	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	75.675	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.768	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	80.830	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.194	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	79.209	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	12.681	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	49.126	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	56.122	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	59.869	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.122	96.093	91.008 - 94.386 - 96.093

Orlando - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.025	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	69.593	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.859	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.709	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.938	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.204	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	31.816	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	61.223	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.141	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	61.985	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.136	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	53.692	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.077	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	185.351	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	13.474	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.027	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	50.557	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.716	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.113	96.093	91.008 - 94.386 - 96.093

Palo Alto - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.605	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.735	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.393	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.958	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.864	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.030	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.272	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.086	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.384	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.181	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.675	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.033	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.973	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.118	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.397	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.681	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	269.852	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	67.574	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.770	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.639	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.894	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.027	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.292	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	81.589	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.010	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	73.515	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.783	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	78.433	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	93.770	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	170.914	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	16.827	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	53.068	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	59.228	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.838	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.172	96.093	91.008 - 94.386 - 96.093

Perry Point - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.184	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.996	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.267	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.329	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.045	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.541	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.922	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.805	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	6.968	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.748	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	252.271	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.443	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.744	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.495	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.718	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.432	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	34.505	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	35.783	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	92.034	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	84.555	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.980	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	88.824	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.697	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	34.090	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.717	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.777	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.088	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	51.928	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	90.842	96.093	91.008 - 94.386 - 96.093

Philadelphia - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.732	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.789	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.851	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.272	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	5.117	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.585	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.826	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.477	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.443	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.795	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.377	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.366	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.121	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.265	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.352	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	242.110	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.802	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.706	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.448	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.607	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.754	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.404	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	68.436	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.664	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	63.427	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.383	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	44.799	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	89.578	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	28.943	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.022	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	47.019	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.687	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.219	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.905	96.093	91.008 - 94.386 - 96.093

Phoenix - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.903	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.142	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.070	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	3.108	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	4.844	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	4.386	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.136	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.205	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.870	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.395	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.661	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.922	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.970	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.282	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.941	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.900	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	237.151	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	56.000	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.501	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.222	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.481	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.201	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.837	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	69.633	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.714	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.187	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	87.504	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	69.510	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	90.001	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	284.432	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	24.041	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	31.337	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	35.697	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	42.247	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.719	96.093	91.008 - 94.386 - 96.093

Pittsburgh - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.549	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.734	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.996	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	3.862	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.052	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	3.536	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.162	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.133	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.248	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.569	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.006	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.750	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	17.429	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.185	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.474	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.294	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	249.687	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	59.817	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.618	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.332	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.682	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.055	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	37.998	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	62.011	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.061	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	73.713	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.038	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	80.048	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.019	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	61.312	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	9.944	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	48.544	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.487	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	65.118	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.119	96.093	91.008 - 94.386 - 96.093

Poplar Bluff - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.258	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.718	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	2.266	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	2.273	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.864	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.814	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.327	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.853	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.138	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.915	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.641	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.584	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	258.513	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.970	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.720	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.584	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.852	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	1.858	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	46.390	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	85.681	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	93.112	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.559	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	84.788	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	72.208	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.137	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	58.894	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	27.770	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.783	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.610	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	58.091	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.429	96.093	91.008 - 94.386 - 96.093

Portland - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.775	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.835	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.704	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.493	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.841	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.024	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.505	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	5.997	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.112	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.100	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.530	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.348	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.889	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.484	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.889	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	262.823	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.368	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.682	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.585	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.848	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.930	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	33.845	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	41.633	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	89.046	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.271	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.738	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	57.780	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.188	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	179.059	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	10.203	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	45.842	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	45.248	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	54.368	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	91.820	96.093	91.008 - 94.386 - 96.093

Prescott - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.631	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.640	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	2.858	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.557	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.542	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.461	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.064	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.152	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.708	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	90.955	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	86.328	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	266.820	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	56.270	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.486	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.106	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.361	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.345	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	38.031	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	45.111	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.050	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.643	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.602	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	78.670	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.075	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	294.487	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	18.355	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	41.197	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	43.487	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	49.139	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	90.647	96.093	91.008 - 94.386 - 96.093

Providence - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.838	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.247	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.216	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	5.634	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.211	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.316	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	9.792	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.881	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.648	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.710	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.411	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.408	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.966	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	86.692	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	263.169	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.827	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.692	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.466	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.738	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.579	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	46.726	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	58.440	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.567	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	87.708	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.168	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	84.451	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	92.908	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	70.004	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.160	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	51.872	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	55.040	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.357	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.541	96.093	91.008 - 94.386 - 96.093

Puget Sound - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.133	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.070	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.937	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.957	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.352	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.688	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.051	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.164	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	9.129	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.744	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.594	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.761	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.777	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.040	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.992	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.183	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	244.480	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	56.483	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.543	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.194	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.473	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.639	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.760	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	64.654	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	94.321	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.748	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.775	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	86.662	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.813	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	325.121	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	17.753	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	40.862	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	40.853	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	50.327	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.113	96.093	91.008 - 94.386 - 96.093

Reno - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.789	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.065	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.914	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.933	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.646	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.200	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.143	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.052	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.970	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.579	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	14.263	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.932	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.199	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.142	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.562	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.166	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	261.010	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.060	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.687	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.494	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.798	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.424	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.916	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	51.903	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	73.196	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	72.675	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	85.853	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	73.119	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.245	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	173.278	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	19.298	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	43.745	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	45.695	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	49.921	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.850	96.093	91.008 - 94.386 - 96.093

Richmond - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.807	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.961	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.154	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.975	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.002	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.581	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.071	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.218	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.567	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.844	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.140	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.478	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.745	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.175	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.400	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.066	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	240.912	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.544	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.638	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.394	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.573	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.898	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.202	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	33.677	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	88.977	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	52.348	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.469	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	64.011	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.686	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	120.013	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.081	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	47.236	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.496	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.949	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.764	96.093	91.008 - 94.386 - 96.093

Roseburg - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.493	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.097	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.684	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.957	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.653	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.260	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.705	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.354	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.953	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.834	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.698	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	95.946	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.326	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	257.618	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	50.131	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.427	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	2.944	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.220	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.021	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.296	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	43.723	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.190	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	58.442	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	91.647	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	46.536	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.136	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	88.214	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	15.100	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	33.418	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	32.754	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	42.507	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.322	96.093	91.008 - 94.386 - 96.093

Sacramento - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.577	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.826	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.233	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.486	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.267	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.071	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.481	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.641	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.599	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.527	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.045	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.394	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.951	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.111	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.349	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	260.855	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.855	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.720	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.562	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.745	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.096	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.546	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	71.314	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.863	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	66.521	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.771	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	75.149	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	95.216	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	64.643	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.934	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	40.328	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	40.805	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	49.133	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.260	96.093	91.008 - 94.386 - 96.093

Saginaw - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.183	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.821	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.000	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.628	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.891	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.357	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.138	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	2.995	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	100.000	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.180	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	267.901	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	67.371	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.791	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.653	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.893	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.231	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	19.198	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	95.998	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.419	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	77.649	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.919	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	74.548	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.602	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	53.863	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.845	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.441	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	59.511	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	67.595	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.093	96.093	91.008 - 94.386 - 96.093

Salem - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.631	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.910	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.599	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.884	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.430	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	5.822	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.226	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.768	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.102	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.891	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.514	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.620	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.046	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.619	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.622	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.019	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	252.802	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.774	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.603	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.407	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.632	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.482	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.200	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	83.239	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.408	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	58.705	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.513	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	86.834	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.576	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	191.490	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	20.466	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.292	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	59.675	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	59.360	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	90.881	96.093	91.008 - 94.386 - 96.093

Salisbury - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.850	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.156	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.075	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.547	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.382	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.864	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.077	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.620	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.367	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.812	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.184	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.526	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	95.991	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.113	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	247.597	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.152	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.654	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.468	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.677	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.431	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	20.143	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	69.093	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.239	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	61.021	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.041	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	60.048	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	86.774	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	64.396	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	10.288	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	44.456	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	47.156	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.939	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.588	96.093	91.008 - 94.386 - 96.093

Salt Lake City - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.893	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.904	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.218	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.852	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.698	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.194	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.139	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.483	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.813	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.140	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.207	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.379	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.820	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.240	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.432	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	260.445	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	69.038	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.792	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.666	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.961	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.662	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.489	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	59.023	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	87.990	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.758	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	92.719	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	75.663	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.106	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	128.226	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	10.174	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	43.871	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	45.197	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.661	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	89.985	96.093	91.008 - 94.386 - 96.093

San Antonio - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.712	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.741	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.848	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.605	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.650	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.075	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.978	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.062	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.298	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.140	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.911	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.941	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.667	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.603	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.884	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	252.661	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.716	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.666	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.407	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.678	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.160	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.343	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	74.942	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.169	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	65.507	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.775	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	62.311	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	93.477	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	69.442	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	14.174	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	44.237	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	45.458	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	54.473	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.994	96.093	91.008 - 94.386 - 96.093

San Diego - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.528	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.921	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.587	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	3.058	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.423	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.858	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.482	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.817	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	6.385	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.025	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.086	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.387	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.926	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.668	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.358	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.106	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	251.726	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	68.078	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.769	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.647	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.878	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.453	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	32.489	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	76.569	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.007	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.918	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.472	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	65.753	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.806	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	65.662	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.708	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	45.766	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.437	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	57.094	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.407	96.093	91.008 - 94.386 - 96.093

San Francisco - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.597	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.574	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.159	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.246	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.579	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.168	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.830	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.551	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.860	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.848	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	22.284	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.366	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.369	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.273	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.990	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	261.233	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.603	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.633	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.420	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.705	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.193	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	25.144	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	79.243	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.301	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	63.565	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.160	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	68.824	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.112	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	65.562	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	13.002	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	45.086	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	48.657	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.760	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.066	96.093	91.008 - 94.386 - 96.093

San Juan - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.246	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.070	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.305	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.304	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.964	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.313	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.188	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.279	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	10.394	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.630	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	15.386	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	22.950	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	17.201	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.978	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.130	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.385	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	274.468	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.427	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.816	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.613	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.833	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.222	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	26.519	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	57.761	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.351	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	59.860	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.085	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	51.228	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.886	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	80.151	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	30.336	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	47.850	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.447	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.284	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.555	96.093	91.008 - 94.386 - 96.093

Sheridan - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.980	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.083	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.225	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.351	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.871	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.340	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.185	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.123	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.634	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.177	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	263.014	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	67.299	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.798	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.647	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.889	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.619	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.859	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	74.737	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.018	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	76.320	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.101	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	60.469	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	94.726	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓		21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓		4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	49.259	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	54.156	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	58.045	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.675	96.093	91.008 - 94.386 - 96.093

Shreveport - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.365	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.149	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.633	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.815	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.413	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.856	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.725	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.727	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.314	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.699	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.155	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.189	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.821	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.190	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	252.147	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	64.963	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.732	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.489	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.783	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.077	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.129	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	72.297	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.348	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	71.121	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.102	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	64.065	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.857	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	89.190	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	18.318	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	44.979	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	52.444	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	54.296	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.451	96.093	91.008 - 94.386 - 96.093

Sioux Falls - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.025	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.047	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.935	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.000	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.655	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.785	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.559	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.172	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.354	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.862	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	13.940	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.195	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.779	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.851	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	258.105	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.121	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.712	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.575	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.913	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.669	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.202	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	70.668	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	93.724	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	80.078	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.448	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	41.624	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	90.208	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	99.242	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	14.060	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	56.680	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	63.314	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	65.314	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.373	96.093	91.008 - 94.386 - 96.093

Spokane - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.001	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.148	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.829	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.927	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.397	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.108	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.502	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.274	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.146	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.744	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.501	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.466	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	86.485	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	268.815	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	60.728	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.595	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.301	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.622	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	2.561	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	23.316	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	83.249	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.993	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	57.813	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	97.989	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	78.381	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	88.879	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	135.887	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	17.157	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	40.599	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	41.569	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	51.734	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.098	96.093	91.008 - 94.386 - 96.093

St Cloud - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	93.509	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	57.171	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.405	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.280	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.581	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.818	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	18.794	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	72.401	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.197	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	76.375	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.159	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	54.845	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.016	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	54.121	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.317	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	48.335	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	44.910	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	54.280	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.914	96.093	91.008 - 94.386 - 96.093

St Louis - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.030	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.071	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.328	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.143	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.564	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.662	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.143	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.674	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.839	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.202	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.792	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.699	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.230	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.713	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.341	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.021	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	230.292	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	61.358	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.668	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.400	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.612	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	7.130	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.846	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	76.664	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	96.820	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	66.678	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.677	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	65.893	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	93.802	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	20.670	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	3.161	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	37.439	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	41.968	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	50.915	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.202	96.093	91.008 - 94.386 - 96.093

Syracuse - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.534	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.085	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.907	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.940	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.230	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.842	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.039	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.246	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.788	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.725	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.688	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.346	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.777	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.118	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.083	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.738	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	260.533	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.698	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.765	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.648	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.954	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.465	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.274	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	70.685	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.991	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	69.860	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.862	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	62.255	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.550	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	43.478	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.784	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	53.603	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	57.793	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	62.974	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.922	96.093	91.008 - 94.386 - 96.093

Tampa - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.693	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.018	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.678	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.054	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.659	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.349	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.352	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.967	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.711	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.988	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.113	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	20.972	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.609	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.573	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.788	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.853	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	248.476	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.575	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.671	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.523	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.781	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.552	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	33.075	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	76.943	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.398	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	67.257	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.281	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	64.021	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	90.823	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	65.967	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.107	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	48.133	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	53.813	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	56.393	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	91.160	96.093	91.008 - 94.386 - 96.093

Temple - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.914	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.014	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.980	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.450	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.287	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	1.200	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.295	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.690	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.666	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.027	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.634	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.377	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.774	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.981	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.125	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.565	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	258.855	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.983	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.743	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.529	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.822	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.971	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	27.986	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	61.496	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	93.311	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	69.676	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.849	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	77.351	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	92.594	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	75.217	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	13.939	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	43.424	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	50.300	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	56.302	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	92.634	96.093	91.008 - 94.386 - 96.093

Togus - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.955	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.888	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.060	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	2.389	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	2.755	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.106	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.036	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.277	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.958	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.233	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.530	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.092	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.759	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	93.397	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.348	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	263.131	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	59.358	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.605	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.420	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.681	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.938	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.334	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	66.142	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.471	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	70.549	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.198	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	67.533	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.365	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	43.177	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.720	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	49.505	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	54.123	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	61.180	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.606	96.093	91.008 - 94.386 - 96.093

Tomah - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.504	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.850	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.156	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	9.524	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.528	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.395	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.314	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.862	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.062	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.255	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	100.000	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.014	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	253.288	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	59.605	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.544	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.290	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.659	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	11.287	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.166	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	98.010	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.632	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	66.746	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	96.962	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	60.177	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.144	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	43.466	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	6.373	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	51.689	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	51.434	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	63.272	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.683	96.093	91.008 - 94.386 - 96.093

Topeka - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.539	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.000	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.553	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	3.687	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.000	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.000	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.612	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	9.065	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.340	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.297	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.714	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.241	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	97.011	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.792	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	257.554	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.669	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.732	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.491	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.759	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.937	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	29.492	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	41.379	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.705	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	77.778	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	100.000	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	82.353	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.594	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	96.359	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	11.433	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	38.272	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	42.325	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	53.650	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.851	96.093	91.008 - 94.386 - 96.093

Tucson - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.934	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.872	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.869	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.563	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.344	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.060	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.995	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	9.632	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.212	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.701	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.255	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	16.473	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.860	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.557	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.681	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	266.673	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	63.824	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.658	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.503	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.809	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.212	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	25.889	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	79.517	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.209	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	72.641	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.074	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	60.626	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.091	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	48.457	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	8.200	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	36.923	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	35.603	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	41.611	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.758	96.093	91.008 - 94.386 - 96.093

Tuscaloosa - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	86.465	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.473	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.734	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.550	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.850	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	3.902	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	24.800	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	72.935	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.930	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	78.115	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	99.331	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	72.530	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.767	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	34.775	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	11.319	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	42.024	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	48.240	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.930	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	91.998	96.093	91.008 - 94.386 - 96.093

Walla Walla - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	87.899	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	58.570	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.613	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.183	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.393	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	8.473	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	35.694	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	78.700	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	95.561	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	64.318	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	92.720	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	64.822	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	96.994	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓		21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓		4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	44.853	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	48.188	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	59.541	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.147	96.093	91.008 - 94.386 - 96.093

Washington - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	1.033	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.801	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.914	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.352	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.680	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.830	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.051	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.309	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.856	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	10.474	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.501	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	21.739	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.654	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.239	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.397	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.575	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	249.146	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	58.021	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.604	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.278	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.447	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.706	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	33.369	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	72.988	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	91.831	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	73.997	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	95.864	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	49.994	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	83.261	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	46.381	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	12.242	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.937	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	50.518	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	52.464	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	94.243	96.093	91.008 - 94.386 - 96.093

West Palm - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.728	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.685	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.219	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	0.707	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.941	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.058	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.971	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.170	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	7.831	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.715	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.963	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.305	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.369	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	98.575	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	93.526	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	246.587	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	62.985	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.720	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.510	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.783	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	4.544	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	42.199	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	93.450	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.622	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	76.351	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.812	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	66.031	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	99.194	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	63.314	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	4.495	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	52.046	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	54.347	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	59.264	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	93.722	96.093	91.008 - 94.386 - 96.093

White City - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓		0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓		0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓		0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓		0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓		0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓		0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓		0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓		0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓		6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓		8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓		12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓		18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓		13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓		3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑		99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	90.869	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑		270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	66.260	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.777	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.617	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.845	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.324	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	28.313	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	86.588	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.836	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	54.285	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	94.848	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	67.957	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.331	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓		21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓		4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	33.801	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	33.255	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	38.154	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.734	96.093	91.008 - 94.386 - 96.093

White River - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.860	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.865	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.687	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.333	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	1.990	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.173	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	1.117	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.399	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.200	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.913	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.519	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	15.836	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	5.062	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.022	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	88.701	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	265.397	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	65.141	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.774	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.599	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.880	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	10.275	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	36.950	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	91.157	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.297	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	78.796	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.140	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	82.972	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	98.359	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	40.980	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	5.104	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	55.100	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	63.251	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	66.333	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.419	96.093	91.008 - 94.386 - 96.093

Wichita - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.717	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	1.093	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	1.085	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.685	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.359	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.496	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.056	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.280	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	12.405	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	19.458	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.668	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	3.541	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	99.112	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	92.410	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	249.915	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	56.941	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.527	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.293	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.631	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	5.858	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	19.153	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	82.597	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	99.300	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	67.165	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	93.120	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	78.510	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	92.910	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	166.677	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	11.681	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.308	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	46.892	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	60.006	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	95.173	96.093	91.008 - 94.386 - 96.093

Wilkes Barre - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.434	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.874	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.784	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	3.852	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.000	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	0.000	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.103	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.615	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	7.963	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	8.317	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	13.300	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.832	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.805	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.478	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	96.955	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	91.429	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	260.155	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	58.871	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.527	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.263	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.481	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	9.075	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	31.341	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	90.847	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	98.271	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	88.864	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.826	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	75.904	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.984	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	20.448	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	1.991	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.690	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	49.113	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	58.553	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	97.364	96.093	91.008 - 94.386 - 96.093

Wilmington - FY2014Q3

Measure	Measure Unit	Preferred Direction	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality					
1. Acute care Standardized Mortality Ratio (SMR)	O/E	↓	0.553	0.528	0.528 - 0.847 - 1.163
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	O/E	↓	0.643	0.740	0.740 - 0.937 - 1.154
Avoidable adverse events					
1. In-hospital complications	O/E	↓	0.476	0.616	0.616 - 0.977 - 1.385
2. Health care associated infections (HAI)					
a. Catheter associated urinary tract infection	inf/1k device days	↓	1.547	0.000	0.000 - 1.056 - 2.883
b. Central line associated bloodstream infection	inf/1k device days	↓	0.572	0.000	0.000 - 0.509 - 1.990
c. Ventilator associated Pneumonia	inf/1k device days	↓	2.611	0.000	0.000 - 0.000 - 3.536
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	inf/1k bed days	↓	0.137	0.000	0.000 - 0.103 - 0.352
3. Patient safety indicator (PSI)	O/E	↓	0.936	0.000	0.000 - 0.786 - 1.292
CMS 30-day Risk Standardized Mortality Rate (RSMR)					
1. AMI RSMR	%	↓			
2. CHF RSMR	%	↓	8.694	6.469	6.469 - 7.521 - 9.129
3. Pneumonia RSMR	%	↓	11.708	8.025	8.025 - 9.687 - 11.708
CMS 30-day Risk Standardized Readmission Rate (RSRR)					
1. AMI RSRR	%	↓	14.009	12.913	12.913 - 13.347 - 13.835
2. CHF RSRR	%	↓	18.550	18.792	18.792 - 20.003 - 21.820
3. Pneumonia RSRR	%	↓	14.607	13.834	13.834 - 15.161 - 16.549
Adjusted length of stay	days	↓	4.963	3.842	3.842 - 4.665 - 5.639
Performance measures					
1. Inpatient performance measures (ORYX)	%	↑	100.000	99.130	95.991 - 97.804 - 99.130
2. Outpatient performance measures (HEDIS)	wct %	↑	89.409	92.688	87.432 - 90.035 - 92.688
Customer satisfaction					
1. Patient satisfaction	score (0-300)	↑	259.024	270.109	242.174 - 258.058 - 270.109
2. Best places to work	score (1-100)	↑	57.306	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	score (1-5)	↑	3.588	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	score (1-5)	↑	3.280	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	score (1-5)	↑	3.549	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	%	↓	6.808	2.900	2.900 - 6.041 - 10.275
Ambulatory Care Sensitive Condition hospitalizations	hosp/1000 pts	↓	30.298	23.316	23.316 - 29.492 - 36.950
Access					
1. Primary care wait time					
a. Primary care new patient wait time <=30 days from create date	%	↑	72.265	92.160	45.111 - 73.849 - 92.160
b. Primary care established patient prospective wait time <=30 days	%	↑	97.425	99.493	92.385 - 97.903 - 99.493
2. Specialty care wait time					
a. Specialty care new patient wait time <=30 days from create date	%	↑	68.382	83.493	54.778 - 69.449 - 83.493
b. Specialty care established patient prospective wait time <=30 days	%	↑	98.437	98.812	93.349 - 96.970 - 98.812
3. Mental health wait time					
a. Mental health new patient wait time <=14 days from create date	%	↑	57.446	82.952	55.766 - 70.615 - 82.952
b. Mental health established patient prospective wait time <=14 days	%	↑	97.569	98.858	90.208 - 96.563 - 98.858
4. Call responsiveness					
a. Call center speed in responding to calls in seconds	seconds	↓	18.199	21.436	21.436 - 60.811 - 176.152
b. Call center abandonment rate	%	↓	11.780	4.389	4.389 - 8.847 - 21.675
5. PCMH survey Access composite and selected questions					
a. Access composite	casemix adjusted %	↑	46.082	54.526	38.411 - 46.780 - 54.526

b. Get an urget care appointment as soon as needed	casemix adjusted %	↑	51.405	59.228	40.552 - 51.420 - 59.228
c. Get a routine care appointment as soon as needed	casemix adjusted %	↑	55.773	64.780	48.061 - 57.127 - 64.780
Efficiency (1/SFA)	score (0-100)	↑	96.585	96.093	91.008 - 94.386 - 96.093