

Strategic Analytics for Improvement and Learning (SAIL)

Facilities Benchmarked against best 10% by Individual Measure

Operational Analytics and Reporting (OAR)

Office of Informatics and Analytics



NOTE:

- 1st quarter of FY2014 (quarter report was generated). Some of the measures in the report are based on 1 year of data; some are based on 3 years of data; and others are based on fiscal year to date data
- A listing of facilities is included to provide additional information on those facilities within SAIL.

VA Medical Facilities - 19 Ad Hoc (Do not provide acute inpatient medical and/or surgical care)

StationID	Facility	City	State	SAIL Seq#	SAIL Type of Facility
518	Edith Nourse Rogers Memorial Veterans Hospital	Bedford	MA	A01	Ad Hoc VAMC
528A5	Canandaigua VA Medical Center	Canandaigua	NY	A02	Ad Hoc VAMC
542	Coatesville VA Medical Center	Coatesville	PA	A03	Ad Hoc VAMC
459	VA Pacific Islands HCS	Honolulu	HI	A04	Ad Hoc VAMC
629	Southeast Louisiana Veterans HCS	New Orleans	LA	A05	Ad Hoc VAMC
656	St. Cloud VA HCS	St Cloud	MN	A06	Ad Hoc VAMC
679	Tuscaloosa VA Medical Center	Tuscaloosa	AL	A07	Ad Hoc VAMC
687	Jonathan M. Wainwright Memorial VA Medical Center	Walla Walla	WA	A08	Ad Hoc VAMC
631	VA Central Western Massachusetts HCS (Northampton)	Leeds	MA	A09	Ad Hoc VAMC
519	West Texas VA HCS	Big Spring	TX	A10	Ad Hoc (Main prior to mid FY 2012)
757	Chalmers P. Wylie Ambulatory Care Center	Columbus	OH	A11	Ambulatory Care Center
756	El Paso VA HCS	El Paso	TX	A12	Non-Inpatient VAMC
463	Alaska VA HCS (HCS)	Anchorage	AK	A13	Non-Inpatient VAMC
692	White City or VA Southern Oregon Rehabilitation Center	White City	OR	A14	Rehabilitation Center & Clinics
358	Manila Outpatient Clinic	Manila	PI	A15	Stand-alone Outpatient Clinic
529	VA Butler Healthcare	Butler	PA	A16	Ad Hoc VAMC
675	Orlando VA Medical Center	Orlando	FL	A17	Non-Inpatient VAMC
608	Manchester VA Medical Center	Manchester	NH	A18	Ad Hoc VAMC
740	VA Texas Valley Coastal Bend HCS	Harlingen	TX	A19	Non-Inpatient VAMC

VA Medical Facilities - 128 Acute Inpatient Medical and/or Surgical

StationID	Facility	City	State	SAIL Seq#	SAIL-Type of Facility
528A8	Albany VA Medical Center: Samuel S. Stratton	Albany	NY	M001	Main
501	New Mexico VA HCS	Albuquerque	NM	M002	Main
502	Alexandria VA HCS	Alexandria	LA	M003	Main
503	Altoona - James E. Van Zandt VA Medical Center	Altoona	PA	M004	Main
504	Amarillo VA HCS	Amarillo	TX	M005	Main
506	VA Ann Arbor HCS	Ann Arbor	MI	M006	Main
637	Asheville VA Medical Center	Asheville	NC	M007	Main
508	Atlanta VA Medical Center	Decatur	GA	M008	Main
509	Charlie Norwood VA Medical Center	Augusta	GA	M009	Main
512	VA Maryland HCS - Baltimore VA Medical Center	Baltimore	MD	M010	Main
528A6	Bath VA Medical Center	Bath	NY	M011	Main
515	Battle Creek VA Medical Center	Battle Creek	MI	M012	Main
516	Bay Pines VA HCS	Bay Pines	FL	M013	Main
517	Beckley VA Medical Center	Beckley	WV	M014	Main
521	Birmingham VA Medical Center	Birmingham	AL	M015	Main
568	VA Black Hills HCS - Fort Meade Campus	Fort Meade	SD	M016	Main
568A4	VA Black Hills HCS - Hot Springs Campus	Hot Springs	SD	M017	Main
531	Boise VA Medical Center	Boise	ID	M018	Main
526	James J. Peters VA Medical Center (Bronx, NY)	Bronx	NY	M019	Main
630A4	VA NY Harbor HCS - Brooklyn Campus	Brooklyn	NY	M020	Main
528	Upstate New York HCS - Buffalo	Buffalo	NY	M021	Main
636A6	VA Central Iowa HCS	Des Moines	IA	M022	Main
534	Ralph H. Johnson VA Medical Center	Charleston	SC	M023	Main
442	Cheyenne VA Medical	Cheyenne	WY	M024	Main
537	Jesse Brown VA Medical Center	Chicago	IL	M025	Main
538	Chillicothe VA Medical Center	Chillicothe	OH	M026	Main
539	Cincinnati VA Medical Center	Cincinnati	OH	M027	Main
540	Clarksburg - Louis A. Johnson VA Medical Center	Clarksburg	WV	M028	Main
541	Louis Stokes Cleveland VA Medical Center	Cleveland	OH	M029	Main
589A4	Harry S. Truman Memorial	Columbia	MO	M030	Main
544	Wm. Jennings Bryan Dorn VA Medical Center	Columbia	SC	M031	Main
689	VA Connecticut HCS West Haven Campus	West Haven	CT	M032	Main
549	VA North Texas HCS	Dallas	TX	M033	Main
550	VA Illiana HCS	Danville	IL	M034	Main
552	Dayton VA Medical Center	Dayton	OH	M035	Main
554	VA Eastern Colorado HCS(ECHCS)	Denver	CO	M036	Main
553	John D. Dingell VA Medical Center	Detroit	MI	M037	Main
557	Carl Vinson VA Medical Center	Dublin	GA	M038	Main
558	Durham VA Medical Center	Durham	NC	M039	Main
561	VA New Jersey HCS - East Orange Campus	East Orange	NJ	M040	Main
562	Erie VA Medical Center	Erie	PA	M041	Main
437	Fargo VA HCS	Fargo	ND	M042	Main
564	Veterans HCS of the Ozarks	Fayetteville	AR	M043	Main
565	Fayetteville VA Medical Center	Fayetteville	NC	M044	Main
570	VA Central California HCS	Fresno	CA	M045	Main
573	North Florida/South Georgia Veterans Health System	Gainesville	FL	M046	Main
575	Grand Junction VA Medical Center	Grand Junction	CO	M047	Main
520	VA Gulf Coast Veterans HCS	Biloxi	MS	M048	Main
590	Hampton VA Medical Center	Hampton	VA	M049	Main
578	Edward Hines Jr. VA Hospital	Hines	IL	M050	Main
580	Michael E. DeBakey VA Medical Center	Houston	TX	M051	Main
620	VA Hudson Valley HCS - Franklin Delano Roosevelt Campus	Montrose	NY	M052	Main
581	Huntington VA Medical Center	Huntington	WV	M053	Main
583	Richard L. Roudebush VA Medical Center (Indianapolis VA Medical Center)	Indianapolis	IN	M054	Main
636A8	Iowa City VA HCS	Iowa City	IA	M055	Main
585	Oscar G. Johnson VA Medical Center	Iron Mountain	MI	M056	Main
586	G.V. (Sonny) Montgomery VA Medical Center	Jackson	MS	M057	Main
589	Kansas City VA Medical Center	Kansas City	MO	M058	Main
573A4	NF/SGVHS - Lake City VAMC	Lake City	FL	M059	Main
589A6	VA Eastern Kansas HCS - Dwight D. Eisenhower VA Medical Center	Leavenworth	KS	M060	Main
595	Lebanon VA Medical Center	Lebanon	PA	M061	Main
596A4	Lexington VAMC - Cooper Division	Lexington	KY	M062	Main

StationID	Facility	City	State	SAIL Seq#	SAIL-Type of Facility
598	Central Arkansas Veterans HCS Eugene J. Towbin Healthcare Center	Little Rock	AR	M063	Main
605	VA Loma Linda HCS	Loma Linda	CA	M064	Main
600	VA Long Beach HCS	Long Beach	CA	M065	Main
603	Robley Rex VA Medical Center	Louisville	KY	M066	Main
607	William S. Middleton Memorial Veterans Hospital	Madison	WI	M067	Main
402	VA Maine HCS - Togus	Augusta	ME	M068	Main
657A5	Marion VA Medical Center	Marion	IL	M069	Main
613	Martinsburg VA Medical Center	Martinsburg	WV	M070	Main
614	Memphis VA Medical Center	Memphis	TN	M071	Main
546	Miami VA HCS	Miami	FL	M072	Main
626	Tennessee Valley HCS - Nashville Campus	Nashville	TN	M073	Main
626A4	Tennessee Valley HCS - Alvin C. York - Murfreesboro Campus	Murfreesboro	TN	M074	Main
695	Clement J. Zablocki Veterans Affairs Medical Center	Milwaukee	WI	M075	Main
618	Minneapolis VA HCS	Minneapolis	MN	M076	Main
436	VA Montana HCS	Fort Harrison	MT	M077	Main
619	Central Alabama Veterans HCS West Campus	Montgomery	AL	M078	Main
621	Mountain Home VAMC/Johnson City	Mountain Home	TN	M079	Main
623	Jack C. Montgomery VAMC	Muscogee	OK	M080	Main
612	VA Northern California HCS - Sacramento	Mather	CA	M081	Main
610A4	VA Northern Indiana HCS-Fort Wayne Campus	Fort Wayne	IN	M082	Main
630	VA NY Harbor HCS	New York	NY	M083	Main
556	Captain James A. Lovell Federal Health Care Center (Joint with DoD)	North Chicago	IL	M084	Main
632	Northport VA Medical Center	Northport	NY	M085	Main
635	Oklahoma City VA Medical Center	Oklahoma City	OK	M086	Main
636	Omaha - VA Nebraska-Western Iowa HCS	Omaha	NE	M087	Main
640	VA Palo Alto HCS	Palo Alto	CA	M088	Main
512A5	Perry Point VA Medical Center - VA Maryland HCS	Perry Point	MD	M089	Main
642	Philadelphia VA Medical Center	Philadelphia	PA	M090	Main
644	Phoenix VA HCS	Phoenix	AZ	M091	Main
646	VA Pittsburgh HCS, University Drive Campus	Pittsburgh	PA	M092	Main
648	Portland VA Medical Center	Portland	OR	M093	Main
649	Northern Arizona VA HCS	Prescott	AZ	M094	Main
650	Providence VA Medical Center	Providence	RI	M095	Main
663	VA Puget Sound HCS - Seattle Division	Seattle	WA	M096	Main
654	VA Sierra Nevada HCS	Reno	NV	M097	Main
652	Hunter Holmes McGuire VA Medical Center	Richmond	VA	M098	Main
653	VA Roseburg HCS	Roseburg	OR	M099	Main
655	Aleda E. Lutz VA Medical Center	Saginaw	MI	M100	Main
658	Salem VA Medical Center	Salem	VA	M101	Main
659	Salisbury - W.G. (Bill) Hefner VA Medical Center	Salisbury	NC	M102	Main
660	VA Salt Lake City HCS	Salt Lake City	UT	M103	Main
671	South Texas Veterans HCS	San Antonio	TX	M104	Main
664	VA San Diego HCS	San Diego	CA	M105	Main
662	San Francisco VA Medical Center	San Francisco	CA	M106	Main
672	VA Caribbean HCS	San Juan	PR	M107	Main
666	Sheridan VA Medical Center	Sheridan	WY	M108	Main
667	Overton Brooks VA Medical Center	Shreveport	LA	M109	Main
438	Sioux Falls VA HCS	Sioux Falls	SD	M110	Main
668	Mann-Grandstaff VA Medical Center	Spokane	WA	M111	Main
657	VA St. Louis HCS - John Cochran Division	St Louis	MO	M112	Main
528A7	Syracuse VA Medical Center	Syracuse	NY	M113	Main
673	James A. Haley Veterans' Hospital	Tampa	FL	M114	Main
674	Central Texas Veterans HCS, Olin E. Teague Veterans Medical Center	Temple	TX	M115	Main
676	Tomah VA Medical Center	Tomah	WI	M116	Main
589A5	VA Eastern Kansas HCS - Colmery-O'Neil VA Medical Center	Topeka	KS	M117	Main
678	Southern Arizona VA HCS	Tucson	AZ	M118	Main
688	Washington DC VA Medical Center	Washington	DC	M119	Main
548	West Palm Beach VAMC	West Palm Beach	FL	M120	Main
405	White River Junction VA Medical Center	White River Junction	VT	M121	Main
589A7	Robert J. Dole Department of VA Medical and Regional Office Center	Wichita	KS	M122	Main
693	Wilkes-Barre VA Medical Center	Wilkes Barre	PA	M123	Main
460	Wilmington VA Medical Center	Wilmington	DE	M124	Main

StationID	Facility	City	State	SAIL Seq#	SAIL-Type of Facility
691	VA Greater Los Angeles HCS (GLA)	West Los Angeles	CA	M125	Main
657A4	John J. Pershing VA Medical Center	Poplar Bluff	MO	M126	Main
523A4	VA Boston HCS, West Roxbury Campus	West Roxbury	MA	M127	Main
593	VA Southern Nevada HCS (VASNHS) - Joint DoD Facility	North Las Vegas	NV	M128	Main

Albany

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.743	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.885	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.624	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.762	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.570	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	6.015	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.078	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.786	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.671	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.260	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.508	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.079	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.007	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.583	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.135	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.926	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	258.832	270.961	241.873 - 257.109 - 270.961
2. Best places to work	58.917	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.566	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.227	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.445	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.019	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.508	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	46.743	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.260	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	47.725	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.643	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.839	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.311	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	37.095	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.064	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.518	95.877	88.968 - 93.327 - 95.877

Albuquerque

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.042	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.123	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.226	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.723	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.569	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.848	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.102	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.505	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.920	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	23.042	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.704	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.518	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	94.957	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	86.786	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	254.465	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.002	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.690	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.475	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.722	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.808	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.979	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	37.674	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	87.936	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	39.288	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.044	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	71.543	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	87.667	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	319.230	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.880	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.061	95.877	88.968 - 93.327 - 95.877

Alexandria

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.418	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.220	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.923	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.387	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.622	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.464	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.550	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.664	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.698	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	6.471	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.296	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.860	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	254.969	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.192	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.796	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.490	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.744	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.652	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.964	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	39.670	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	87.602	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	35.093	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	81.484	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	57.969	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.142	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	99.156	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	31.874	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.580	95.877	88.968 - 93.327 - 95.877

Altoona

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.691	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.856	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.784	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.032	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.438	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.514	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.769	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.732	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.599	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.742	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.826	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.973	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	274.486	270.961	241.873 - 257.109 - 270.961
2. Best places to work	56.063	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.438	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.271	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.530	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	1.810	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.849	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	43.976	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.815	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	55.444	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.610	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	57.802	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.793	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	165.834	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	17.819	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.525	95.877	88.968 - 93.327 - 95.877

Amarillo

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.190	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.964	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.362	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.616	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	2.944	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	5.076	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.207	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.936	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.710	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.153	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.949	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.188	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.445	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.352	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.847	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	269.270	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.154	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.592	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.353	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.620	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.049	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.400	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	38.271	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.624	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	39.588	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.530	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	65.595	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.079	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	99.603	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	29.626	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	89.445	95.877	88.968 - 93.327 - 95.877

Anchorage

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.206	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	59.429	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.621	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.447	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.588	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.284	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	2.500	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	38.897	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.136	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	47.217	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.160	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	88.692	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.205	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	50.062	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	25.905	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	81.967	95.877	88.968 - 93.327 - 95.877

Ann Arbor

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.749	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.849	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.208	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.484	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.451	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.116	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.858	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.373	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.085	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.577	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.167	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.358	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.708	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.651	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.127	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	273.973	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.884	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.719	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.609	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.877	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.336	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.844	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	45.150	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.672	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	35.260	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.799	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	74.671	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.826	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	59.786	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.153	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.897	95.877	88.968 - 93.327 - 95.877

Asheville

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.803	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.151	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.071	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.088	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	2.329	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.411	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.236	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	10.999	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.514	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.222	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.188	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.000	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.046	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.773	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.682	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	275.903	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.908	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.753	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.655	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.965	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.976	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.791	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	39.440	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	91.035	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	37.513	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.235	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	74.678	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	92.719	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	42.757	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.394	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.241	95.877	88.968 - 93.327 - 95.877

Atlanta

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.111	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.886	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.047	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.506	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.007	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.137	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.150	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.563	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.517	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	12.962	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.545	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.127	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.478	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.643	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.553	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	252.817	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.357	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.665	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.414	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.602	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.630	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.034	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	20.820	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	94.077	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	35.843	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.821	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	83.747	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	92.921	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	176.511	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	22.504	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.491	95.877	88.968 - 93.327 - 95.877

Augusta

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.487	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.081	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.851	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.570	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.830	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.031	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.053	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.173	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	11.562	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.312	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.577	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.861	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.068	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.605	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.558	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.594	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	249.385	270.961	241.873 - 257.109 - 270.961
2. Best places to work	51.910	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.435	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.164	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.375	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	10.451	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.021	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	43.223	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	85.688	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	35.135	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	83.683	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	59.575	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.487	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	171.576	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	27.226	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	88.261	95.877	88.968 - 93.327 - 95.877

Baltimore

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.913	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.913	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.822	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.437	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.242	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.468	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.241	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.146	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.215	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.412	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.755	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.690	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.698	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.359	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.077	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.782	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	239.773	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.443	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.744	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.495	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.718	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.512	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.189	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	24.984	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	81.472	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	39.730	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	89.084	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	82.041	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	84.725	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	44.570	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	4.043	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	89.445	95.877	88.968 - 93.327 - 95.877

Bath

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.900	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.852	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	2.531	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.501	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.000	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.507	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.016	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.755	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.695	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.451	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.426	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.382	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.302	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.186	270.961	241.873 - 257.109 - 270.961
2. Best places to work	67.663	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.850	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.703	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.839	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.488	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.049	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	33.597	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	92.725	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	35.456	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.118	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	67.655	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.575	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	7.109	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.625	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.057	95.877	88.968 - 93.327 - 95.877

Battle Creek

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.556	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.108	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.254	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.070	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.647	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.558	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.037	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.571	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.053	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	94.286	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.793	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	233.167	270.961	241.873 - 257.109 - 270.961
2. Best places to work	58.187	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.597	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.400	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.623	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.137	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.759	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	35.015	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.033	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	43.332	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.379	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	69.938	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.621	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	121.674	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	13.862	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.238	95.877	88.968 - 93.327 - 95.877

Bay Pines

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.817	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.165	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.083	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.121	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.939	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.487	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.353	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.212	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.727	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.803	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.098	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.591	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.535	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.609	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.878	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.975	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	254.867	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.400	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.691	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.544	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.791	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.992	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.016	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	30.537	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	90.373	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	41.666	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	89.376	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	71.496	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	92.486	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	149.652	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	14.468	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.992	95.877	88.968 - 93.327 - 95.877

Beckley

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.702	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.079	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.046	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.024	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.270	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.505	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.253	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	13.131	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.591	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.488	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.917	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.839	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.953	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.585	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.161	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.349	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.812	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.637	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.925	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.633	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.256	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	57.715	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	91.008	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	29.541	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.820	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	78.788	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	81.488	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	16.399	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	2.643	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	88.731	95.877	88.968 - 93.327 - 95.877

Bedford

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.566	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.504	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.686	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.468	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.674	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.560	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.417	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	75.225	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.837	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	58.630	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	82.509	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	86.202	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.250	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	27.732	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.087	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.827	95.877	88.968 - 93.327 - 95.877

Big Spring

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.000	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.952	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.964	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.452	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.420	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay			
		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.903	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	59.987	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.652	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.332	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.544	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	16.854	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations			
	1.099	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	45.995	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	89.865	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	42.838	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	88.624	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	48.970	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	90.776	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	38.606	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	3.654	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)			
	91.324	95.877	88.968 - 93.327 - 95.877

Birmingham

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.467	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.194	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.007	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.417	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.491	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.302	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.201	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.935	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.931	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.362	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.180	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.395	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.744	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.779	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.539	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.899	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	254.800	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.024	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.685	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.537	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.787	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.253	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.955	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	57.987	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.933	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	43.003	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	87.293	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	68.942	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.974	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	37.593	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.241	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.420	95.877	88.968 - 93.327 - 95.877

Boise

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.026	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.170	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.450	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.198	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.883	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.290	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.860	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.234	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.763	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.895	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.658	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.436	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.991	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	258.708	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.487	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.694	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.598	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.893	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.277	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.100	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	53.790	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.509	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	49.267	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.083	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	76.364	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.744	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	176.344	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	19.813	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.416	95.877	88.968 - 93.327 - 95.877

Boston

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.925	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.834	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.893	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.195	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.116	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.609	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.157	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.144	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	5.114	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.400	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.181	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.872	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.454	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.842	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.566	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.242	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	259.370	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.030	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.825	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.675	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.956	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.756	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.947	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	27.658	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.363	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	48.708	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.935	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	76.579	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	91.347	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	29.126	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.482	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.491	95.877	88.968 - 93.327 - 95.877

Bronx

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.318	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.907	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.773	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.296	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.149	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.185	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.737	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.821	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.927	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.304	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.529	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.609	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	6.901	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.265	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.047	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	258.027	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.962	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.796	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.665	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.840	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.618	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.928	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	59.734	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.514	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	54.392	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.353	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.127	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.945	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	73.046	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	23.237	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.334	95.877	88.968 - 93.327 - 95.877

Brooklyn

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.207	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.894	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.122	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	3.288	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	3.557	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.193	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.939	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.446	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.543	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.372	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	24.161	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.528	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.677	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.306	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.825	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	244.122	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.695	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.711	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.528	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.706	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	1.618	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.969	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	31.468	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.081	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	63.471	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.430	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	58.856	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.450	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	10.387	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	1.356	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.251	95.877	88.968 - 93.327 - 95.877

Buffalo

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.145	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.170	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.501	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.725	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.620	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.742	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.137	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.987	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.078	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	13.724	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.523	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.861	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.821	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.613	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.278	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.401	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	255.073	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.887	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.688	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.449	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.708	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.178	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.879	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	45.939	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.512	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	54.067	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.227	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	71.184	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	90.956	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	52.456	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.760	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.785	95.877	88.968 - 93.327 - 95.877

Butler

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.686	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	72.448	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.941	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.775	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	4.094	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.375	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	2.500	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	72.088	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	99.776	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	76.523	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	98.205	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.540	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.095	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	30.585	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.040	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.147	95.877	88.968 - 93.327 - 95.877

Canandaigua

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.115	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	70.985	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.866	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.698	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.934	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	10.169	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.310	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	25.899	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.018	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	48.519	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.962	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	87.273	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.342	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	91.197	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	15.649	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.827	95.877	88.968 - 93.327 - 95.877

Central Iowa

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.126	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.234	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.114	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.209	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.655	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.354	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.575	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.482	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.587	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.015	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.924	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.137	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.384	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	255.443	270.961	241.873 - 257.109 - 270.961
2. Best places to work	58.649	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.573	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.279	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.598	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	11.027	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.799	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	44.932	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	85.976	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	59.165	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.026	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	65.348	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.980	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	257.371	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	34.876	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.284	95.877	88.968 - 93.327 - 95.877

Charleston

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.103	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.951	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.216	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.506	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.621	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	3.061	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.183	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.234	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.592	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.780	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.687	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.524	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.041	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.103	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.815	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.817	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	260.768	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.597	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.717	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.498	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.755	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.479	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.877	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	24.540	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	94.056	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	42.980	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.777	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	74.979	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.823	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	107.151	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.132	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.809	95.877	88.968 - 93.327 - 95.877

Cheyenne

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.658	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.838	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.426	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	5.097	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.236	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.269	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.086	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.591	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.291	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.729	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.170	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.265	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.350	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.896	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.314	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.673	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.386	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.606	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.955	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.847	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	33.975	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.204	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	47.508	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.390	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	78.271	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.150	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	6.011	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.128	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.899	95.877	88.968 - 93.327 - 95.877

Chicago

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.681	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.880	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.898	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	3.672	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	2.993	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.065	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.468	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.432	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.799	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.646	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.752	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.883	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.314	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.301	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.538	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	255.878	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.218	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.743	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.535	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.737	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	1.992	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.256	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	63.194	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.065	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	33.482	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	98.153	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	76.580	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.327	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	76.745	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.530	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.340	95.877	88.968 - 93.327 - 95.877

Chillicothe

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.176	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.615	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.560	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.006	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.239	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.422	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.253	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.502	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.591	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.431	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.386	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.577	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.593	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.251	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	260.650	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.754	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.654	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.541	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.817	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.683	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.165	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	35.699	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	85.730	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	50.199	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.665	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.688	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.658	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	39.915	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.145	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.253	95.877	88.968 - 93.327 - 95.877

Cincinnati

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.811	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.913	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.817	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.506	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.532	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.730	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.194	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.917	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.033	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.023	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.413	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.736	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.994	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.805	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.991	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.201	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	266.966	270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.758	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.657	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.514	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.782	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.351	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.210	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	37.808	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.642	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	45.669	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.469	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	81.100	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.695	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	39.753	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.680	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.166	95.877	88.968 - 93.327 - 95.877

Clarksburg

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.071	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.295	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.727	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.864	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.185	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.298	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.406	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.660	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.141	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.556	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.965	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.483	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.672	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	264.852	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.456	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.583	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.300	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.579	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.307	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.069	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	72.992	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.785	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	45.780	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	99.154	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	54.040	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.020	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	25.288	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.502	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.491	95.877	88.968 - 93.327 - 95.877

Cleveland

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.587	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.699	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.811	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.031	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.468	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.636	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.265	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.016	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.738	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.839	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.372	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.333	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.960	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.038	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.413	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.405	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	253.198	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.632	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.721	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.649	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.908	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.382	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.843	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	35.813	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.596	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	38.193	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.663	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.478	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.909	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	57.988	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.462	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	88.417	95.877	88.968 - 93.327 - 95.877

Coatesville

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.000	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.811	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.000	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.000	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.976	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.434	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.597	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.188	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.130	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.982	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	246.024	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.302	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.788	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.519	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.750	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.845	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.828	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	76.685	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.159	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	60.457	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.865	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	69.993	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.062	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	25.394	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	5.270	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	89.526	95.877	88.968 - 93.327 - 95.877

Columbia MO

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.025	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.073	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.961	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.818	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.243	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.391	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	10.726	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.600	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.454	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.627	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.735	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.558	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.785	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.553	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.954	270.961	241.873 - 257.109 - 270.961
2. Best places to work	67.394	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.751	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.684	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.940	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.832	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.826	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	56.589	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	99.408	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	25.833	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.387	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	47.736	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.528	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	49.505	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.379	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.073	95.877	88.968 - 93.327 - 95.877

Columbia SC

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.066	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.026	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.231	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	3.548	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	2.114	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.418	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.300	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.255	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.383	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.577	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.866	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.803	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.471	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.904	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	93.080	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	257.169	270.961	241.873 - 257.109 - 270.961
2. Best places to work	57.550	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.578	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.229	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.478	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.108	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.777	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	19.244	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	90.010	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	26.297	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.076	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	74.338	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.641	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	372.003	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	20.897	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.162	95.877	88.968 - 93.327 - 95.877

Columbus

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.698	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	70.941	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.814	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.705	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.929	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.337	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.515	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	29.467	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	82.245	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	46.621	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	90.491	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	75.220	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.628	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	31.645	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.651	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.339	95.877	88.968 - 93.327 - 95.877

Connecticut

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.693	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.652	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.913	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.731	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.974	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.267	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.000	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.127	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.839	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.139	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.384	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.139	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.603	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.301	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.259	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	244.754	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.407	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.689	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.515	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.733	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.130	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.808	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	61.571	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.805	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	56.221	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.811	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	88.421	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	92.334	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	66.979	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.075	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.545	95.877	88.968 - 93.327 - 95.877

Dallas

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.013	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.934	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.714	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.246	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.353	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.387	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.141	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.812	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.754	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.539	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.645	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	26.316	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	18.538	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.175	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.373	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.448	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	227.527	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.767	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.673	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.392	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.627	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.841	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.101	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	44.780	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.586	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	28.823	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.552	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	63.054	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.848	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	43.697	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.878	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.420	95.877	88.968 - 93.327 - 95.877

Danville

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.376	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.051	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.340	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	1.449	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.160	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.068	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.442	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.673	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.374	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.923	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.405	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.488	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.208	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	257.739	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.190	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.692	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.385	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.728	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	11.408	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.859	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	77.905	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.439	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	51.307	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.465	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	78.187	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.068	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	43.591	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.003	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.420	95.877	88.968 - 93.327 - 95.877

Dayton

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.723	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.812	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.775	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.668	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.296	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.114	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.898	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	11.032	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.965	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.468	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.861	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.806	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.402	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.447	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.535	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	249.137	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.011	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.667	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.459	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.688	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.958	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.046	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	51.534	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.698	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	50.645	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.726	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	80.238	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.181	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	118.121	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.102	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.371	95.877	88.968 - 93.327 - 95.877

Denver

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.853	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.948	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.920	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.576	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.746	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.565	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.126	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.786	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.008	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.353	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	12.921	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.918	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.015	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.511	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.374	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.210	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	242.816	270.961	241.873 - 257.109 - 270.961
2. Best places to work	54.628	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.428	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.088	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.300	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	11.412	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.728	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	31.751	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	87.148	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	40.438	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	88.293	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	55.214	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	80.398	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	512.414	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	21.169	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.607	95.877	88.968 - 93.327 - 95.877

Detroit

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.041	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.154	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.863	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.217	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.437	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.171	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.868	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.055	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.064	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.153	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.934	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.439	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.978	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.521	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.019	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	241.160	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.683	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.696	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.502	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.723	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.663	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.857	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	73.688	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.324	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	30.474	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	98.125	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.437	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.981	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	56.306	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.511	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.785	95.877	88.968 - 93.327 - 95.877

Dublin

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.936	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.211	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.676	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.559	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.399	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.077	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.605	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.250	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.173	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.901	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.985	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.540	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	256.085	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.104	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.718	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.423	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.677	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.171	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.028	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	41.133	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.579	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	31.829	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.431	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	51.946	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.884	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	126.799	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	21.205	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	87.336	95.877	88.968 - 93.327 - 95.877

Durham

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.857	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.941	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.651	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	3.185	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.421	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	4.431	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.217	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.681	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.253	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	7.991	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.523	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.825	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.756	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.750	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.393	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.964	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	256.557	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.444	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.765	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.641	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.864	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.587	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.910	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	16.704	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	77.130	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	31.760	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.874	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	57.598	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.747	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	70.625	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	15.597	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.507	95.877	88.968 - 93.327 - 95.877

East Orange

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.435	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.075	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.811	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.381	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.565	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.845	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.199	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.680	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.600	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.057	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.824	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.141	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.852	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	6.471	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.312	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.109	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	245.894	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.497	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.749	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.545	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.738	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.660	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.560	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	60.814	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.832	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	37.810	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.048	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	63.364	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.852	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	44.294	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.145	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.251	95.877	88.968 - 93.327 - 95.877

El Paso

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.232	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.035	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.663	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.428	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.608	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.407	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.435	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	31.458	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.730	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	31.971	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.508	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	58.876	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	90.515	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	10.322	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	2.568	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.909	95.877	88.968 - 93.327 - 95.877

Erie

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.501	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.823	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.675	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	7.407	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.284	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.906	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.517	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.660	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.877	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.003	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	2.331	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.938	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.766	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	275.195	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.752	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.699	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.527	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.798	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.070	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.966	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	65.771	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	99.246	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	58.918	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	98.180	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	74.168	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.868	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	67.402	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.156	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.697	95.877	88.968 - 93.327 - 95.877

Fargo

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.011	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.179	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.153	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.117	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.222	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.330	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.193	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.853	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.831	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.249	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	17.364	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.290	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.073	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.105	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.803	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	274.504	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.510	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.725	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.551	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.865	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.601	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.758	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	52.766	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.962	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	51.830	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.399	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	60.205	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.554	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	84.123	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	14.849	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.507	95.877	88.968 - 93.327 - 95.877

Fayetteville AR

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.440	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.127	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.472	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.346	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.141	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.524	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.970	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.740	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.591	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.726	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.660	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.776	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.477	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.952	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	265.318	270.961	241.873 - 257.109 - 270.961
2. Best places to work	72.900	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.881	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.844	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	4.141	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.335	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.226	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	32.961	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.819	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	39.781	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.172	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	68.718	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.485	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	25.815	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	3.659	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.580	95.877	88.968 - 93.327 - 95.877

Fayetteville NC

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.427	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.981	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.889	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.103	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.769	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.220	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.577	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.550	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.561	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.864	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.573	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.432	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.568	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	235.844	270.961	241.873 - 257.109 - 270.961
2. Best places to work	56.764	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.532	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.218	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.436	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	10.993	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.863	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	35.979	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	74.018	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	33.721	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	87.785	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	61.673	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.178	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds		25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate		4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.618	95.877	88.968 - 93.327 - 95.877

Fort Meade

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.646	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.030	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.484	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.017	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.542	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.689	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.577	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.043	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.772	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.058	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.934	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.882	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	272.003	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.303	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.641	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.304	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.720	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.449	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.259	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	44.365	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	90.958	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	48.378	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	87.089	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.886	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.996	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	58.796	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.733	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.507	95.877	88.968 - 93.327 - 95.877

Fort Wayne

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.000	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.075	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.107	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.734	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.266	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	13.131	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.577	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.291	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.544	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.493	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.368	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.180	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	243.088	270.961	241.873 - 257.109 - 270.961
2. Best places to work	51.230	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.391	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.089	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.401	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.063	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.068	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	45.337	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	92.335	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	39.647	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	90.853	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	62.190	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.247	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	69.584	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.443	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.336	95.877	88.968 - 93.327 - 95.877

Fresno

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.030	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.139	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.599	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.525	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.851	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	3.979	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.074	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.305	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	10.316	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	13.428	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.550	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.881	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.300	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.110	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.108	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.868	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	259.585	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.119	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.643	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.399	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.679	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.952	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.018	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	67.877	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.749	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	40.049	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	90.494	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	62.653	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.460	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	90.868	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.434	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.429	95.877	88.968 - 93.327 - 95.877

Gainesville

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.124	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.205	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.160	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.381	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.396	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.058	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.926	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.585	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.288	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.289	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	25.052	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.241	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.627	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.337	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.610	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	269.014	270.961	241.873 - 257.109 - 270.961
2. Best places to work	70.566	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.878	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.764	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.976	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.989	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.301	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	20.768	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	91.085	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	36.592	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	88.230	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	41.983	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.480	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	65.498	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.179	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.764	95.877	88.968 - 93.327 - 95.877

Grand Junction

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.905	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.072	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.378	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.558	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.198	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.737	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.280	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.248	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.933	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.877	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.599	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.068	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.578	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.608	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	270.961	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.055	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.652	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.429	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.768	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.114	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.046	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	38.517	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.398	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	46.957	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.194	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	59.383	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	79.324	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	14.761	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	2.414	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.420	95.877	88.968 - 93.327 - 95.877

Gulf Coast HCS

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.002	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.107	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.955	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.314	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	3.929	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.308	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.133	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.261	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.361	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.605	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.353	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.108	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.308	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.420	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.883	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.611	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.438	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.743	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.560	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.811	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.158	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.633	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	32.647	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	90.573	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	31.305	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.682	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	69.586	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.933	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	49.030	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	13.835	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.721	95.877	88.968 - 93.327 - 95.877

Hampton

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.840	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.987	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.395	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.411	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.766	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.361	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.086	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.714	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.923	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.742	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.608	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.494	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.844	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.302	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.914	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	233.892	270.961	241.873 - 257.109 - 270.961
2. Best places to work	58.316	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.658	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.284	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.518	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.191	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.720	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	20.618	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.511	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	25.035	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.849	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	54.953	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	90.926	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	22.163	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.226	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.154	95.877	88.968 - 93.327 - 95.877

Harlingen

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.897	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.552	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.811	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.604	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.857	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	11.954	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.288	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	41.300	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.390	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	34.267	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.828	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	63.542	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.585	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	45.204	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.026	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	82.781	95.877	88.968 - 93.327 - 95.877

Hines

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.877	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.939	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.996	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.672	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.223	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.416	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.085	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.158	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.796	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.066	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.755	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.959	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	19.047	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.134	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.519	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.850	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	254.872	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.654	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.614	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.417	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.647	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.923	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.124	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	38.117	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	80.216	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	33.795	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	77.343	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	89.990	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	87.773	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	57.572	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.418	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.518	95.877	88.968 - 93.327 - 95.877

Honolulu

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.539	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.578	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.735	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.483	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.657	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.601	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.557	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	42.066	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	90.693	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	37.226	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.549	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	79.202	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.260	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	49.746	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.628	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.580	95.877	88.968 - 93.327 - 95.877

Hot Springs

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.752	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.783	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.000	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.996	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.547	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.053	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.153	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.435	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.597	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.142	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.517	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.143	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	93.134	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	271.238	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.303	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.641	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.304	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.720	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	12.040	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.259	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	48.130	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	85.896	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	48.237	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	88.257	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	79.443	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.066	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	58.796	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.733	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.507	95.877	88.968 - 93.327 - 95.877

Houston

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.993	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.890	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.183	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.690	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.135	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.551	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.558	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.010	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.794	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.669	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.181	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	23.850	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.732	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.948	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.342	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.163	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	252.190	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.047	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.650	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.467	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.672	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.854	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.165	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	40.206	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.209	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	31.867	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	98.861	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	55.877	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.021	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	49.885	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.893	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.785	95.877	88.968 - 93.327 - 95.877

Hudson Valley

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.246	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.766	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.228	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.301	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.074	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.097	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	7.971	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.810	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.975	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.389	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.819	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	100.000	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.059	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.674	270.961	241.873 - 257.109 - 270.961
2. Best places to work	59.396	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.621	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.371	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.626	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.710	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.971	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	43.804	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.234	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	51.862	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.466	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.297	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.921	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	80.629	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	29.546	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	87.108	95.877	88.968 - 93.327 - 95.877

Huntington

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.074	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.032	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.900	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.550	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.473	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.234	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.691	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.974	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.550	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.531	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.265	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.246	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.841	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	256.943	270.961	241.873 - 257.109 - 270.961
2. Best places to work	70.180	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.840	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.727	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.980	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.885	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.976	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	60.451	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	77.575	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	47.541	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.598	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	76.563	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.733	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	59.977	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	11.481	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	88.968	95.877	88.968 - 93.327 - 95.877

Indianapolis

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.988	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.039	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.019	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.291	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.303	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.217	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.528	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.109	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	10.589	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.809	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.495	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.514	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.833	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.518	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.690	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.981	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	252.904	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.419	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.801	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.687	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.936	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.049	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.880	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	30.751	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	94.911	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	47.429	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.939	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	80.013	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.350	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	54.121	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.301	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.764	95.877	88.968 - 93.327 - 95.877

Iowa City

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.427	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.333	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.882	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.856	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.217	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	4.082	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.152	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.826	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.228	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.361	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.906	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.809	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.621	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.794	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.917	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.864	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	262.921	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.665	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.765	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.571	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.860	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.559	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.885	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	31.108	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	87.175	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	34.441	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.163	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	59.356	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.348	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	61.461	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.154	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.336	95.877	88.968 - 93.327 - 95.877

Iron Mountain

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.068	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.978	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.571	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.422	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.759	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.177	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.405	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.076	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.810	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.255	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.080	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.186	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.059	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.529	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	276.601	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.945	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.693	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.641	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.902	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.452	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.027	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	64.972	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.212	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	32.821	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.326	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.308	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.426	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	47.179	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	5.003	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.877	95.877	88.968 - 93.327 - 95.877

Jackson

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.833	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.911	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.024	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.071	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	2.673	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.266	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.115	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.971	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.625	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.273	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.193	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.296	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.188	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.952	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.256	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	85.861	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	248.348	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.517	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.687	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.352	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.588	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.554	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.929	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	30.605	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	92.823	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	25.861	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.544	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	64.072	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.618	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	57.343	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.550	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.912	95.877	88.968 - 93.327 - 95.877

Kansas City

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.314	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.181	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.763	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.249	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.768	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	3.130	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.964	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.370	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.016	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.838	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.555	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.886	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.685	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.286	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.028	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	248.486	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.020	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.727	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.559	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.795	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	9.873	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.927	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	43.844	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	88.004	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	55.887	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	89.110	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	85.890	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	89.917	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	70.397	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	14.473	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.251	95.877	88.968 - 93.327 - 95.877

Lake City

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.305	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.394	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.586	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.575	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.100	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.235	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.405	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.247	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.605	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.343	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.763	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.914	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.428	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.222	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	256.189	270.961	241.873 - 257.109 - 270.961
2. Best places to work	70.566	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.878	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.764	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.976	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	0.927	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.301	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	45.220	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.527	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	43.710	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.822	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	51.538	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.959	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	65.498	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.179	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.764	95.877	88.968 - 93.327 - 95.877

Las Vegas

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.174	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.043	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.998	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.344	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.781	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.012	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.106	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.272	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.537	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.993	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.441	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.540	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.324	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.558	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.372	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.565	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	243.897	270.961	241.873 - 257.109 - 270.961
2. Best places to work	54.375	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.549	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.304	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.541	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.479	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.388	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	23.253	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	87.643	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	37.421	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.094	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	57.276	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.989	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	66.599	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	11.693	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	80.451	95.877	88.968 - 93.327 - 95.877

Leavenworth

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.932	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.113	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.458	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.940	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.809	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.989	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.953	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.673	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.369	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.895	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.969	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.315	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.673	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	248.470	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.669	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.732	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.491	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.759	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	10.283	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.928	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	34.337	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	92.367	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	35.776	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.578	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	58.178	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.824	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	72.030	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.965	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.429	95.877	88.968 - 93.327 - 95.877

Lebanon

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.661	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.907	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.864	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	4.320	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.585	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.845	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.364	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.304	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.286	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.216	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.489	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.803	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.954	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	275.597	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.483	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.705	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.491	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.836	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	9.760	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.810	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	77.260	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	99.100	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	42.694	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	98.302	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	63.547	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.602	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	173.088	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	18.804	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.162	95.877	88.968 - 93.327 - 95.877

Lexington

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.868	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.121	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.906	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.403	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.660	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.148	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.077	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.105	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.774	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	12.756	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.162	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.722	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.080	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.931	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.363	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	258.548	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.232	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.774	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.607	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.830	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.548	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.801	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	37.181	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	85.973	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	43.364	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	87.747	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	77.063	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.318	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	57.258	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.593	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.336	95.877	88.968 - 93.327 - 95.877

Little Rock

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.407	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.031	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.301	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.930	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.856	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.283	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.038	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.241	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.923	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.851	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.536	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	23.954	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.470	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	6.152	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.634	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.747	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	248.369	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.828	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.760	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.611	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.864	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.048	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.080	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	45.958	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.856	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	42.200	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.469	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	69.606	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.971	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	23.834	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.484	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.081	95.877	88.968 - 93.327 - 95.877

Loma Linda

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.975	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.927	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.887	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.616	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.601	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	3.448	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.208	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.285	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.705	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.861	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.221	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.851	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.544	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.330	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.957	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.223	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	256.458	270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.470	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.639	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.431	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.665	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.249	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.921	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	58.091	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.553	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	35.425	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.906	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.209	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.626	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	75.938	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.433	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.877	95.877	88.968 - 93.327 - 95.877

Long Beach

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.954	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.938	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.984	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.487	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.229	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.289	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.811	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.636	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.372	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.632	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	25.984	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.818	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.934	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.938	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.323	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	251.583	270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.858	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.705	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.511	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.773	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.381	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.265	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	49.362	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.495	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	45.967	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.937	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	80.962	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.486	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	88.779	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	14.683	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.607	95.877	88.968 - 93.327 - 95.877

Los Angeles

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.177	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.783	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.447	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.125	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.715	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.710	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.317	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.727	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.199	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.781	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.988	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.721	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.327	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.528	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.070	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.314	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	251.064	270.961	241.873 - 257.109 - 270.961
2. Best places to work	56.979	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.554	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.323	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.532	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.791	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.824	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	52.044	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	94.283	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	42.521	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.020	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	56.889	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.125	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	98.545	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	39.310	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.877	95.877	88.968 - 93.327 - 95.877

Louisville

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.127	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.038	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.174	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.787	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.264	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.095	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.313	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.856	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.588	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.906	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.674	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.775	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.126	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.256	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.081	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	252.894	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.281	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.664	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.484	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.778	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.896	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.019	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	50.459	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	88.022	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	41.532	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.368	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	89.819	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.482	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	101.545	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.931	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.897	95.877	88.968 - 93.327 - 95.877

Madison

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.841	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.981	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.943	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.098	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.559	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.047	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.040	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.515	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	7.726	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.577	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.617	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.902	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.009	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.446	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.550	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	272.975	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.968	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.708	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.671	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.960	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.797	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.948	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	43.316	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.510	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	33.563	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.231	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	78.108	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.520	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	39.173	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	5.609	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.238	95.877	88.968 - 93.327 - 95.877

Manchester

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.177	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	56.536	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.510	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.481	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.625	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.959	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.066	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	61.426	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.650	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	50.247	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.215	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	75.368	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.246	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	48.857	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	5.990	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.420	95.877	88.968 - 93.327 - 95.877

Manila

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)		92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.761	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.589	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.690	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.875	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	38.710	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations		0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date		65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	66.797	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date		55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	69.961	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	24.512	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	91.339	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds		25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate		4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)		95.877	88.968 - 93.327 - 95.877

Marion IL

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.694	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.195	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.738	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.181	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.261	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.472	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.646	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.058	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.868	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.557	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.981	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.774	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.629	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.375	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.690	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.450	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.787	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.883	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.201	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	32.038	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.058	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	39.365	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.539	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	74.493	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.646	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	63.344	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	16.656	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.498	95.877	88.968 - 93.327 - 95.877

Martinsburg

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.788	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.883	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.393	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	4.088	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	2.750	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.215	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.093	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.694	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.786	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.964	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.441	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.928	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.951	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.684	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.580	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.374	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	264.245	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.914	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.780	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.490	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.715	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.273	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.057	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	33.773	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.968	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	55.641	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.886	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.733	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.080	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	35.077	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.504	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.073	95.877	88.968 - 93.327 - 95.877

Memphis

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.244	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.033	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.008	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.613	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.202	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.597	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.180	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.608	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.381	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.137	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.441	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.706	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.664	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.057	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.234	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.918	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	240.277	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.381	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.726	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.444	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.645	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	9.252	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.934	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	30.973	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.405	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	32.732	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.811	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	66.091	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.963	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	71.899	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.533	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.371	95.877	88.968 - 93.327 - 95.877

Miami

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.129	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.184	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.859	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.791	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.566	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	4.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.202	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.842	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.899	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.475	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.344	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	23.249	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.914	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.094	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.207	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.627	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	243.367	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.468	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.659	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.469	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.703	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.340	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.943	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	42.756	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	87.440	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	40.552	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.035	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.694	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.557	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	118.713	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	17.687	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.498	95.877	88.968 - 93.327 - 95.877

Milwaukee

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.840	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.874	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.038	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.196	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.468	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.974	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.165	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.168	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.193	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.880	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.701	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.503	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.250	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.097	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.439	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.245	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	258.551	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.725	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.730	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.649	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.926	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.827	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.068	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	66.474	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.396	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	47.153	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	90.731	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	76.362	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.012	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	38.556	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	5.806	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.697	95.877	88.968 - 93.327 - 95.877

Minneapolis

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.659	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.874	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.003	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.848	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.032	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.707	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.134	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.956	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.529	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.431	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.317	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.353	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.133	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.875	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.803	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	86.952	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	263.642	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.277	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.655	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.605	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.847	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.841	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.767	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	38.936	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	87.653	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	36.276	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.222	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.987	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.095	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	87.915	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.077	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.073	95.877	88.968 - 93.327 - 95.877

Montana

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.766	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.938	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.195	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.300	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.123	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.402	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.016	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.955	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.742	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.307	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.679	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.333	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.804	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.524	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.104	270.961	241.873 - 257.109 - 270.961
2. Best places to work	52.538	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.313	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.080	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.339	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	15.533	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.337	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	37.244	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	74.880	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	40.488	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	86.167	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	52.402	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	91.147	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	44.765	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.491	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	87.260	95.877	88.968 - 93.327 - 95.877

Montgomery

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.211	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.081	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.044	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.152	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.153	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.775	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.099	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.605	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.120	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.136	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	6.464	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.994	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.751	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	234.387	270.961	241.873 - 257.109 - 270.961
2. Best places to work	59.402	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.702	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.358	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.647	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.798	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.692	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	26.813	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	91.897	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	31.958	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.827	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	51.043	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.299	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	133.409	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	15.398	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.371	95.877	88.968 - 93.327 - 95.877

Mountain Home

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.990	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.025	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.714	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.173	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.149	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.019	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.301	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.118	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.441	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.716	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.166	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.109	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.632	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.040	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	277.085	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.600	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.783	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.684	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.930	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.455	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.986	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	48.475	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.657	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	31.858	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.942	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	50.203	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.587	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	74.025	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.642	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.678	95.877	88.968 - 93.327 - 95.877

Murfreesboro

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.121	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.993	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.366	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.961	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.165	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	2.339	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.617	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.273	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.002	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.172	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.130	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.831	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.978	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.233	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	241.873	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.540	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.716	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.482	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.721	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.578	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.173	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	53.941	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.112	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	25.289	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.025	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	59.923	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.452	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	31.785	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	3.435	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.339	95.877	88.968 - 93.327 - 95.877

Muskogee

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.484	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.117	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.307	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.248	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.551	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.293	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.212	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.126	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.762	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.605	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.876	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.911	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.118	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.352	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	87.928	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	259.752	270.961	241.873 - 257.109 - 270.961
2. Best places to work	67.722	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.743	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.607	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.856	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.990	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.080	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	46.381	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.100	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	56.214	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.384	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	75.056	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.636	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	142.737	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	13.145	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.241	95.877	88.968 - 93.327 - 95.877

Nashville

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.243	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.228	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.736	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.009	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.105	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.894	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.173	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.424	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.076	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.241	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.290	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.680	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.343	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.617	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.196	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.861	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	246.161	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.540	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.716	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.482	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.721	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.216	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.173	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	39.193	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.667	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	33.768	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.027	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	52.033	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.259	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	31.785	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	3.435	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.339	95.877	88.968 - 93.327 - 95.877

New Orleans

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.303	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.526	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.668	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.453	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.627	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.186	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.472	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	31.936	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.797	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	29.799	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.977	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	61.024	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.703	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	104.425	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.731	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	82.102	95.877	88.968 - 93.327 - 95.877

New York

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.219	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.802	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.763	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	3.146	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	3.604	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	4.237	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.024	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	5.066	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.054	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.701	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.141	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.911	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.996	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.353	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.155	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	245.594	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.695	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.711	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.528	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.706	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.808	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.969	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	38.992	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.629	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	64.390	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.798	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	62.353	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.722	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	10.387	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	1.356	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.251	95.877	88.968 - 93.327 - 95.877

North Chicago

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.943	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.775	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.118	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.880	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	2.255	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.100	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.991	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.743	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.343	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.701	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.690	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.420	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.157	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.552	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.791	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	264.018	270.961	241.873 - 257.109 - 270.961
2. Best places to work	58.595	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.606	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.331	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.584	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.331	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.954	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	67.592	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	99.093	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	60.464	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.127	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	83.825	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.621	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	21.371	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	3.588	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	88.968	95.877	88.968 - 93.327 - 95.877

Northampton

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.977	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.533	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.724	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.367	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.577	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.252	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.969	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	30.640	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	88.747	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	40.659	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	84.106	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	88.057	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.944	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	18.579	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	3.783	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.284	95.877	88.968 - 93.327 - 95.877

Northport

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.013	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.735	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.252	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.106	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.826	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.322	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.073	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.603	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.568	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.879	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.757	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.624	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	6.623	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.078	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.537	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	255.853	270.961	241.873 - 257.109 - 270.961
2. Best places to work	67.163	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.794	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.634	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.899	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.027	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.133	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	41.902	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	90.506	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	45.319	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.579	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	82.051	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.369	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	86.525	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	14.262	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	88.731	95.877	88.968 - 93.327 - 95.877

Oklahoma City

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.844	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.949	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.261	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.240	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.182	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.811	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.456	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	10.967	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	13.571	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	12.838	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.783	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.713	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.838	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.666	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.152	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	243.216	270.961	241.873 - 257.109 - 270.961
2. Best places to work	59.835	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.607	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.372	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.544	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	13.463	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.085	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	40.768	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.893	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	30.949	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.744	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	81.457	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.774	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	101.049	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	22.778	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.785	95.877	88.968 - 93.327 - 95.877

Omaha

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.335	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.351	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.049	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.290	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.933	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	12.407	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.650	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.303	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.363	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.188	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.096	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.731	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.547	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	253.030	270.961	241.873 - 257.109 - 270.961
2. Best places to work	67.560	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.785	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.570	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.885	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.184	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.963	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	67.665	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.792	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	50.114	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.572	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	82.128	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.788	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	44.255	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.341	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.073	95.877	88.968 - 93.327 - 95.877

Orlando

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.353	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	69.593	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.859	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.709	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.938	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.179	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.861	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	27.292	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.083	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	42.377	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	90.260	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	52.842	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.650	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	162.892	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	11.666	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.518	95.877	88.968 - 93.327 - 95.877

Palo Alto

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.627	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.716	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.264	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.577	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.148	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.570	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.296	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.110	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.269	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.534	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.098	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.441	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.207	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.011	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.700	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.838	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	269.676	270.961	241.873 - 257.109 - 270.961
2. Best places to work	67.574	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.770	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.639	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.894	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.995	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.835	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	51.952	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	88.740	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	41.256	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	89.213	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	78.645	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.200	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	124.439	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.664	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	89.445	95.877	88.968 - 93.327 - 95.877

Perry Point

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.680	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.981	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.370	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.316	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.008	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.504	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.838	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.975	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.142	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	7.410	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	87.182	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	255.751	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.443	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.744	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.495	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.718	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate		2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.189	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	21.439	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	78.664	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	56.223	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.305	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	91.607	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.086	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	44.570	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	4.043	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	89.445	95.877	88.968 - 93.327 - 95.877

Philadelphia

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.789	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.767	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.900	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.688	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.573	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.252	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.687	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.698	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.432	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.974	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.084	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.235	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.461	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	95.783	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	85.835	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	245.920	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.802	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.706	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.448	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.607	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.243	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.850	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	35.518	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.391	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	43.224	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.609	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	42.638	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.304	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	16.823	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	3.892	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	89.928	95.877	88.968 - 93.327 - 95.877

Phoenix

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.987	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.131	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.118	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	3.032	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	3.796	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.977	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.101	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.521	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.788	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.394	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.509	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.975	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.262	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.459	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.470	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	86.341	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	234.289	270.961	241.873 - 257.109 - 270.961
2. Best places to work	56.000	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.501	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.222	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.481	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.792	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.127	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	41.462	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	78.492	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	46.995	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	85.606	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	74.901	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	90.675	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	297.506	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	27.287	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.809	95.877	88.968 - 93.327 - 95.877

Pittsburgh

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.665	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.774	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.098	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.662	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.652	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.971	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.052	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.072	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.312	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.799	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.016	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.399	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	18.584	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.443	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.786	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.216	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	257.743	270.961	241.873 - 257.109 - 270.961
2. Best places to work	59.817	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.618	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.332	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.682	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.603	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.174	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	39.868	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.882	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	42.831	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.705	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.568	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.261	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	168.214	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	23.690	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.996	95.877	88.968 - 93.327 - 95.877

Poplar Bluff

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.004	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.047	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	3.383	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.236	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.949	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.945	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.646	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.182	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.559	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.967	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.367	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.174	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	254.853	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.970	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.720	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.584	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.852	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.936	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.959	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	47.034	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	92.978	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	41.342	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	80.746	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	71.938	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.578	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	69.804	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	25.397	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.697	95.877	88.968 - 93.327 - 95.877

Portland

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.822	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.886	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.686	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.323	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.624	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.145	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.048	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.660	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.304	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	6.847	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.454	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.815	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.093	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.167	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.534	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.407	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.043	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.368	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.682	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.585	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.848	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.091	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.311	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	19.919	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	75.137	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	43.033	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.337	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	56.279	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.713	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	200.643	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.316	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.498	95.877	88.968 - 93.327 - 95.877

Prescott

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.833	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.393	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	3.043	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.258	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.167	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.118	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.006	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.824	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.135	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.833	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.330	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.609	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	86.667	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	264.665	270.961	241.873 - 257.109 - 270.961
2. Best places to work	56.270	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.486	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.106	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.361	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.069	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.492	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	32.589	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	94.950	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	41.318	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.911	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.194	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.537	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	322.394	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	5.114	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	85.543	95.877	88.968 - 93.327 - 95.877

Providence

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.945	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.376	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.001	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.704	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.907	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.423	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.387	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	10.750	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.810	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.057	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.239	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.204	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.700	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.051	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.000	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.457	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.827	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.692	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.466	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.738	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.254	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.740	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	30.769	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.222	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	60.264	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.450	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	85.444	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.762	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	44.226	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.087	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.081	95.877	88.968 - 93.327 - 95.877

Puget Sound

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.604	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.180	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.088	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.294	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.064	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.483	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.202	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	10.236	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.279	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.221	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.664	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	18.245	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.413	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.689	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.018	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	249.366	270.961	241.873 - 257.109 - 270.961
2. Best places to work	56.483	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.543	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.194	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.473	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.883	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.005	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	36.266	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	79.922	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	40.787	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	85.059	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	82.971	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.279	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	195.647	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	15.142	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.851	95.877	88.968 - 93.327 - 95.877

Reno

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.679	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.931	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.849	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.929	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.676	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.015	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.214	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.339	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.764	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.330	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.631	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.032	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.760	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.083	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.511	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.879	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	259.011	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.060	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.687	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.494	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.798	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.513	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.060	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	24.633	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	60.039	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	43.951	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	77.441	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	75.196	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.467	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	167.557	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	18.806	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.659	95.877	88.968 - 93.327 - 95.877

Richmond

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.821	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.984	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.088	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.652	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.036	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.900	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.073	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.359	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.250	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.723	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.112	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.094	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.297	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.285	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.582	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.162	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	238.908	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.544	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.638	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.394	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.573	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.792	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.057	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	18.270	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	79.397	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	28.504	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.100	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	48.177	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.132	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	145.986	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.260	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.023	95.877	88.968 - 93.327 - 95.877

Roseburg

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.669	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.250	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.722	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	6.135	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.290	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.130	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.338	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.145	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.632	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.732	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.136	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.847	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	95.745	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	87.397	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	251.148	270.961	241.873 - 257.109 - 270.961
2. Best places to work	50.131	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.427	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	2.944	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.220	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.516	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.645	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	21.764	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	86.196	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	38.160	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	86.105	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	53.208	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.857	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	126.763	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	18.170	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.162	95.877	88.968 - 93.327 - 95.877

Sacramento

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.753	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.890	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.440	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.077	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.941	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.216	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.744	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.764	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.638	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.755	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	17.696	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.340	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.980	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.926	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.296	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	265.094	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.855	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.720	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.562	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.745	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.825	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.025	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	45.850	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	91.657	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	34.727	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	87.810	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	74.897	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.864	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	58.059	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.025	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.805	95.877	88.968 - 93.327 - 95.877

Saginaw

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.848	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.174	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.000	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.543	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.888	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.902	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.395	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.231	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.351	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	100.000	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.456	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	266.677	270.961	241.873 - 257.109 - 270.961
2. Best places to work	67.371	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.791	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.653	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.893	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.860	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.684	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	68.348	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.822	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	48.113	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.724	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.383	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.497	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	53.761	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	7.063	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.420	95.877	88.968 - 93.327 - 95.877

Salem

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.858	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.894	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.582	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	3.432	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	2.439	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	3.140	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.170	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.283	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.242	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.107	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.824	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.877	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.401	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.862	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.087	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.290	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	254.268	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.774	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.603	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.407	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.632	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.478	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.040	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	60.343	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.322	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	34.267	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.398	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	85.482	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.620	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	202.458	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	20.433	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.909	95.877	88.968 - 93.327 - 95.877

Salisbury

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.975	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.034	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.590	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.066	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.184	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.949	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.145	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.771	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.660	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.525	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.957	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.871	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	95.665	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.032	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	251.649	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.152	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.654	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.468	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.677	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.919	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.591	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	26.608	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	89.838	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	32.957	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.277	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	60.986	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	85.553	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	55.513	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	8.132	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.744	95.877	88.968 - 93.327 - 95.877

Salt Lake City

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.778	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.973	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.189	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.671	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.623	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.324	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.967	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.065	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.272	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.304	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.608	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.290	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.921	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.514	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.482	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	257.590	270.961	241.873 - 257.109 - 270.961
2. Best places to work	69.038	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.792	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.666	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.961	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.811	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.851	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	31.620	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	79.180	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	45.275	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	85.845	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	70.983	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	91.293	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	111.857	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.442	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.827	95.877	88.968 - 93.327 - 95.877

San Antonio

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.766	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.767	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.798	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.129	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.769	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.062	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.174	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.555	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.534	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.400	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	23.477	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.571	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.819	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.535	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.042	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	254.742	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.716	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.666	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.407	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.678	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.002	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.965	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	56.694	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.556	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	36.311	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.710	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	69.767	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.603	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	74.313	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	14.598	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.251	95.877	88.968 - 93.327 - 95.877

San Diego

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.645	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.042	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.722	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.214	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.150	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.762	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.359	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.085	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.432	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.482	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.714	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.099	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.988	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.871	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.428	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	87.041	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	255.617	270.961	241.873 - 257.109 - 270.961
2. Best places to work	68.078	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.769	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.647	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.878	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.166	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.114	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	40.821	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.558	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	50.660	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.753	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	66.498	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.765	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	100.710	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.713	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.618	95.877	88.968 - 93.327 - 95.877

San Francisco

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.608	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.607	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.139	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.185	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.939	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	2.101	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.167	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.838	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.732	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.185	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.371	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	23.726	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.911	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.572	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.283	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.185	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	264.995	270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.603	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.633	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.420	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.705	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.316	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.871	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	47.890	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.828	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	37.563	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	88.837	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	72.263	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.336	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	58.317	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	11.493	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.458	95.877	88.968 - 93.327 - 95.877

San Juan

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.314	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.125	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.280	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.134	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.857	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.196	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.106	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.281	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	11.892	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	12.253	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	15.535	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	24.181	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.442	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	6.165	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.130	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.734	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	273.749	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.427	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.816	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.613	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.833	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	2.806	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.767	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	33.838	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.773	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	32.871	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.584	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	58.934	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.712	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	93.497	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	29.885	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.967	95.877	88.968 - 93.327 - 95.877

Sheridan

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.202	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.372	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.541	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.154	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.223	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.362	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.632	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.348	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.528	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.849	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.441	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	258.141	270.961	241.873 - 257.109 - 270.961
2. Best places to work	67.299	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.798	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.647	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.889	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	8.163	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.436	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	53.076	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.105	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	36.531	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.426	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	59.555	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.351	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	66.789	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.725	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.618	95.877	88.968 - 93.327 - 95.877

Shreveport

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.391	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.071	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.643	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.564	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.762	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.090	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.001	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	10.597	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	13.418	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.591	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.508	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.272	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.366	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.339	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.255	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	260.587	270.961	241.873 - 257.109 - 270.961
2. Best places to work	64.963	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.732	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.489	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.783	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.313	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.169	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	38.805	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.013	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	36.645	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.934	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	66.851	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.564	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	59.897	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	16.537	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.877	95.877	88.968 - 93.327 - 95.877

Sioux Falls

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.732	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.983	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.993	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.271	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.064	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.125	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.836	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.936	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.543	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.728	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.322	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.587	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.474	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.104	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.654	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	257.049	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.121	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.712	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.575	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.913	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.188	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.086	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	38.633	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	87.991	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	55.883	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	87.001	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	49.127	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	89.017	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	95.077	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	13.608	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	88.417	95.877	88.968 - 93.327 - 95.877

Spokane

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.967	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.322	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.819	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.336	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.580	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.791	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.127	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.564	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	17.882	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.127	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.526	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.449	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	87.720	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	269.471	270.961	241.873 - 257.109 - 270.961
2. Best places to work	60.728	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.595	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.301	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.622	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.704	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.964	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	36.351	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.647	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	34.656	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	96.572	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	64.742	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	87.062	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	114.347	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	16.778	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.420	95.877	88.968 - 93.327 - 95.877

St Cloud

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	93.830	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	57.171	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.405	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.280	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.581	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.925	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.655	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	35.872	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	90.422	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	52.000	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	90.978	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	65.631	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.095	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	39.947	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	5.012	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	97.182	95.877	88.968 - 93.327 - 95.877

St Louis

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.087	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.070	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.242	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.102	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.352	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.484	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.087	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.661	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.531	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.434	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.290	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.213	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	17.365	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.892	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.221	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.628	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	237.163	270.961	241.873 - 257.109 - 270.961
2. Best places to work	61.358	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.668	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.400	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.612	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.749	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.004	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	47.909	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.705	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	37.373	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.030	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	64.196	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	94.624	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	17.342	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	2.836	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.057	95.877	88.968 - 93.327 - 95.877

Syracuse

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.319	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.051	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.005	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.265	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.330	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.802	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.037	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.387	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.909	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.707	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.920	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.638	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	18.384	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.421	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.861	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.784	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	262.813	270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.698	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.765	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.648	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.954	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.674	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.881	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	40.540	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	97.215	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	37.569	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	92.140	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	58.530	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.470	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	27.621	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	4.160	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.694	95.877	88.968 - 93.327 - 95.877

Tampa

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.752	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.047	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.767	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.190	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.808	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.322	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.459	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.193	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.735	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.689	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.070	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.399	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.408	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.900	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.532	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.281	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	248.628	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.575	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.671	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.523	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.781	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.911	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.297	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	31.320	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	86.232	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	39.240	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	88.213	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	49.265	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	90.449	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	117.970	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.101	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	87.260	95.877	88.968 - 93.327 - 95.877

Temple

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.775	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.046	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.291	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.594	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.361	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.989	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.189	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.714	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.832	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.955	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.660	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.271	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.123	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.054	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.395	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.073	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	258.004	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.983	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.743	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.529	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.822	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.073	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.931	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	44.708	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	92.488	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	38.162	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.594	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	63.461	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.283	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	74.432	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	14.576	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.937	95.877	88.968 - 93.327 - 95.877

Togus

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.166	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.078	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.027	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	3.882	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.505	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	1.570	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.295	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.352	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	6.617	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.350	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.577	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.753	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	13.985	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.082	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	95.958	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.438	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	268.676	270.961	241.873 - 257.109 - 270.961
2. Best places to work	59.358	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.605	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.420	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.681	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.188	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.873	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	34.609	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.527	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	41.689	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.128	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	65.320	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.123	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	51.181	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.261	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.678	95.877	88.968 - 93.327 - 95.877

Tomah

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.377	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.918	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.712	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.000	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.088	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.293	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.096	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.646	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	20.535	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.880	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.458	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	92.162	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	252.935	270.961	241.873 - 257.109 - 270.961
2. Best places to work	59.605	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.544	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.290	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.659	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	9.681	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.276	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	79.421	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.524	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	36.981	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	93.001	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	59.580	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.975	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	36.341	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	4.785	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.694	95.877	88.968 - 93.327 - 95.877

Topeka

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.694	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.007	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.262	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.801	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.535	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.150	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	9.391	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.632	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.996	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.250	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.395	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.244	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.606	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	257.208	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.669	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.732	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.491	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.759	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.420	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.928	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	13.107	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.673	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	55.556	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.181	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	73.810	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.400	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	72.030	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.965	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	94.429	95.877	88.968 - 93.327 - 95.877

Tucson

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.911	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.876	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.860	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.755	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.731	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.473	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.062	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.265	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.633	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.088	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.988	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	23.311	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.145	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.864	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	95.021	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	84.287	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	263.218	270.961	241.873 - 257.109 - 270.961
2. Best places to work	63.824	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.658	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.503	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.809	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	9.749	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.859	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	54.411	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	94.847	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	47.271	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	94.306	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	51.860	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.924	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	41.858	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	9.699	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.329	95.877	88.968 - 93.327 - 95.877

Tuscaloosa

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	87.939	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.473	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.734	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.550	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.850	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.960	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.702	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	40.960	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	98.434	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	58.158	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	99.202	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	58.223	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	99.171	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	24.882	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.349	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	92.081	95.877	88.968 - 93.327 - 95.877

Walla Walla

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.108	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	58.570	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.613	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.183	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.393	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	10.821	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	2.500	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	49.487	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	88.796	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	42.882	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.227	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	63.573	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	97.454	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds		25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate		4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.511	95.877	88.968 - 93.327 - 95.877

Washington

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.233	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.921	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.941	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.031	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.111	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.026	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.492	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.829	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.628	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.632	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	21.902	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.775	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.189	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.683	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.044	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	238.028	270.961	241.873 - 257.109 - 270.961
2. Best places to work	58.021	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.604	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.278	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.447	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	4.663	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.136	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	41.612	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	82.237	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	47.628	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	91.552	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	49.994	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	83.647	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	30.671	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	10.748	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	91.996	95.877	88.968 - 93.327 - 95.877

West Palm

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.565	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.723	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.235	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	0.702	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	1.219	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.054	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.283	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.245	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.349	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.358	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	22.006	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.435	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.731	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	98.379	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	93.687	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	252.391	270.961	241.873 - 257.109 - 270.961
2. Best places to work	62.985	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.720	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.510	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.783	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	3.891	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.314	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	73.759	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	99.010	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	49.666	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	98.186	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	67.531	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.967	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	79.974	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	6.481	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	89.767	95.877	88.968 - 93.327 - 95.877

White City

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)		0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)		0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications		0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection		0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection		0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia		0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection		0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)		0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR		6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR		8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR		13.249	13.249 - 13.632 - 14.221
2. CHF RSRR		18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR		14.015	14.015 - 15.273 - 17.241
Adjusted length of stay		4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)		99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	88.481	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction		270.961	241.873 - 257.109 - 270.961
2. Best places to work	66.260	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.777	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.617	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.845	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.049	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.084	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	51.717	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	95.011	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	33.919	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	95.423	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	58.839	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	96.403	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds		25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate		4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	96.154	95.877	88.968 - 93.327 - 95.877

White River

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	1.366	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.002	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.061	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	2.581	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.089	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	1.148	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	8.153	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.921	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.400	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.830	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	16.531	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.290	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	96.244	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	89.802	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	263.298	270.961	241.873 - 257.109 - 270.961
2. Best places to work	65.141	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.774	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.599	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.880	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	7.273	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.068	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	72.411	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.743	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	50.977	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	89.125	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	84.897	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.506	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	25.134	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	3.264	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	93.110	95.877	88.968 - 93.327 - 95.877

Wichita

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.624	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	1.009	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	1.147	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.452	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.000	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.672	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.558	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	11.037	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	12.989	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.416	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.988	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	3.510	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	99.588	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	93.214	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	261.527	270.961	241.873 - 257.109 - 270.961
2. Best places to work	56.941	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.527	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.293	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.631	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	5.415	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.644	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	56.435	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	93.611	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	40.318	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	88.801	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	77.039	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	93.701	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	63.325	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	4.417	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	90.334	95.877	88.968 - 93.327 - 95.877

Wilkes Barre

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.573	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.832	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.975	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	5.223	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	0.000	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.105	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.565	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	7.204	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	8.768	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	13.427	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	19.499	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	15.142	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	4.759	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	97.651	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	91.243	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	260.657	270.961	241.873 - 257.109 - 270.961
2. Best places to work	58.871	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.527	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.263	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.481	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	9.484	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	1.007	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	48.388	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	94.690	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	54.230	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.033	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	70.891	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	95.782	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	43.969	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	4.526	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	97.087	95.877	88.968 - 93.327 - 95.877

Wilmington

Measure	Facility	Benchmark	10th-50th-90th ptile
Acute care mortality			
1. Acute care Standardized Mortality Ratio (SMR)	0.817	0.624	0.624 - 0.919 - 1.319
2. Acute care 30-day Standardized Mortality Ratio (SMR30)	0.762	0.775	0.775 - 1.005 - 1.211
Avoidable adverse events			
1. In-hospital complications	0.412	0.501	0.501 - 1.002 - 1.440
2. Health care associated infections (HAI)			
a. Catheter associated urinary tract infection	1.522	0.570	0.570 - 1.311 - 3.288
b. Central line associated bloodstream infection	0.000	0.242	0.242 - 1.020 - 2.439
c. Ventilator associated Pneumonia	3.559	0.726	0.726 - 1.570 - 3.989
d. Methicillin-resistant Staphylococcus aureus (MRSA) infection	0.261	0.062	0.062 - 0.172 - 0.411
3. Patient safety indicator (PSI)	0.868	0.181	0.181 - 0.949 - 1.359
CMS 30-day Risk Standardized Mortality Rate (RSMR)			
1. AMI RSMR			
2. CHF RSMR	9.134	6.537	6.537 - 8.024 - 9.970
3. Pneumonia RSMR	10.996	8.482	8.482 - 10.311 - 12.273
CMS 30-day Risk Standardized Readmission Rate (RSRR)			
1. AMI RSRR	14.234	13.249	13.249 - 13.632 - 14.221
2. CHF RSRR	18.214	18.815	18.815 - 20.524 - 22.959
3. Pneumonia RSRR	14.895	14.015	14.015 - 15.273 - 17.241
Adjusted length of stay	5.591	4.058	4.058 - 4.868 - 5.831
Performance measures			
1. Inpatient performance measures (ORYX)	100.000	99.130	96.278 - 97.593 - 99.130
2. Outpatient performance measures (HEDIS)	90.971	92.180	88.000 - 90.299 - 92.180
Customer satisfaction			
1. Patient satisfaction	264.444	270.961	241.873 - 257.109 - 270.961
2. Best places to work	57.306	68.078	56.979 - 63.445 - 68.078
a. Overall job satisfaction	3.588	3.794	3.544 - 3.692 - 3.794
b. Satisfaction with organization	3.280	3.655	3.271 - 3.491 - 3.655
c. Recommend my organization as a good place to work	3.549	3.926	3.481 - 3.735 - 3.926
3. Registered nurse turnover rate	6.951	2.896	2.896 - 6.048 - 9.681
Ambulatory Care Sensitive Condition hospitalizations	0.871	0.767	0.767 - 0.995 - 1.301
Access			
1. Primary care wait time			
a. Primary care new patient wait time <=14 days from create date	45.642	65.771	24.633 - 41.298 - 65.771
b. Primary care established patient prospective wait time <=14 days	96.118	98.509	81.472 - 94.879 - 98.509
2. Specialty care wait time			
a. Specialty care new patient wait time <=14 days from create date	35.968	55.556	31.829 - 40.670 - 55.556
b. Specialty care established patient prospective wait time <=14 days	97.002	97.368	87.293 - 93.575 - 97.368
3. Mental health wait time			
a. Mental health new patient wait time <=14 days from create date	62.269	82.051	52.033 - 70.937 - 82.051
b. Mental health established patient prospective wait time <=14 days	98.266	98.765	90.675 - 96.574 - 98.765
4. Call responsiveness			
a. Call center speed in responding to calls in seconds	44.199	25.288	25.288 - 65.498 - 171.576
b. Call center abandonment rate	12.274	4.043	4.043 - 9.931 - 22.504
Efficiency (1/SFA)	95.969	95.877	88.968 - 93.327 - 95.877