

Desired Performance	Target Measures	Baseline	Ballad Health	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.36	0.18
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.05	0.01
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.05	0.04
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.23	0.12
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	1.43	0.53
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	1.58	1.33
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	4.14	4.37
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	3.06	1.56
↓	PSI 13 Postoperative Sepsis Rate	3.58	3.99	3.07
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	1.29	1.01
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.09	0.09
↑	SMB: Sepsis Management Bundle	56.9%	62.9%	60.9%
↓	CLABSI	0.711	0.782	0.998
↓	CAUTI	0.558	0.821	0.710
↓	SSI COLON Surgical Site Infection	2.13	3.70	2.61
↓	SSI HYST Surgical Site Infection	0.71	3.37	1.93
↓	MRSA	0.047	0.051	0.057
↓	CDIFF	0.671	0.110	0.190
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	76.8	76.9
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	77.2	76.5
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	59.6	58.8
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	85.9	85.0
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	47.6	48.3
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	24.1%	24.5%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	18.0%	18.8%
↓	Sepsis In House Mortality	10.7%	8.5%	9.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.2%	2.6%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	4.5%	4.2%
↓	Left without being seen	0.83%	0.83%	0.56%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	151.8	149.6
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	432.0	407.6

Desired performance	Target Measures	Baseline	Johnson City Medical Center	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.55	0.45
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.14	0.05
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.05	0.05
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.23	0.10
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	1.01	0.41
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	1.16	1.29
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	3.15	6.84
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	2.69	1.60
↓	PSI 13 Postoperative Sepsis Rate	3.58	4.82	3.90
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	3.61	1.22
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	40.5%	37.1%
↓	CLABSI	0.711	0.618	1.278
↓	CAUTI	0.558	1.357	1.014
↓	SSI COLON Surgical Site Infection	2.13	7.87	5.10
↓	SSI HYST Surgical Site Infection	0.71	2.63	3.70
↓	MRSA	0.047	0.065	0.082
↓	CDIFF	0.671	0.089	0.217
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	71.4	73.0
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	71.4	72.3
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	52.6	55.5
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	82.6	83.4
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	40.4	43.8
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	27.0%	28.4%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	17.5%	17.9%
↓	Sepsis In House Mortality	10.7%	13.8%	16.3%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.7%	3.8%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	6.1%	7.4%
↓	Left without being seen	0.83%	0.76%	0.56%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	209.0	201.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	617.5	521.3

Desired performance	Target Measures	Baseline	Holston Valley Medical Center	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.20	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.14	0.15
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	0.71	0.70
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	4.12	2.39
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	6.44	4.08
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	3.34	1.52
↓	PSI 13 Postoperative Sepsis Rate	3.58	4.29	1.66
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	2.54
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.50	0.00
↑	SMB: Sepsis Management Bundle	56.9%	42.3%	49.4%
↓	CLABSI	0.711	1.296	0.766
↓	CAUTI	0.558	1.294	0.729
↓	SSI COLON Surgical Site Infection	2.13	5.94	0.00
↓	SSI HYST Surgical Site Infection	0.71	8.00	0.00
↓	MRSA	0.047	0.087	0.062
↓	CDIFF	0.671	0.186	0.279
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	74.7	74.7
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	77.5	75.9
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	58.5	56.6
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	86.8	84.5
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	46.5	45.6
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	22.7%	21.2%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	17.9%	19.0%
↓	Sepsis In House Mortality	10.7%	11.9%	11.8%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.9%	3.9%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	5.7%	5.4%
↓	Left without being seen	0.83%	0.42%	0.38%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	216.8	213.2
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	553.1	529.1

Desired performance	Target Measures	Baseline	Bristol Regional Medical Center	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.15	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.30	0.15
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	0.49	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	2.11
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	7.40	2.14
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	2.74	1.49
↓	PSI 13 Postoperative Sepsis Rate	3.58	3.07	2.43
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.43
↑	SMB: Sepsis Management Bundle	56.9%	61.0%	53.3%
↓	CLABSI	0.711	0.240	1.325
↓	CAUTI	0.558	0.712	0.512
↓	SSI COLON Surgical Site Infection	2.13	2.65	0.78
↓	SSI HYST Surgical Site Infection	0.71	2.70	4.00
↓	MRSA	0.047	0.042	0.070
↓	CDIFF	0.671	0.152	0.197
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	76.8	75.5
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	76.2	73.5
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	62.2	58.1
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	87.5	84.0
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	48.8	47.1
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	25.4%	24.8%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	19.5%	20.8%
↓	Sepsis In House Mortality	10.7%	8.8%	9.3%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	2.5%	1.7%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	6.0%	4.4%
↓	Left without being seen	0.83%	1.08%	0.96%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	193.0	199.5
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	379.3	392.7

Desired performance	Target Measures	Baseline	Johnston Memorial Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	1.10	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.18	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.18	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	3.60	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	5.43
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	4.51	2.26
↓	PSI 13 Postoperative Sepsis Rate	3.58	0.00	6.76
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	66.4%	72.7%
↓	CLABSI	0.711	1.730	1.050
↓	CAUTI	0.558	0.235	0.956
↓	SSI COLON Surgical Site Infection	2.13	1.11	1.41
↓	SSI HYST Surgical Site Infection	0.71	0.00	0.00
↓	MRSA	0.047	0.034	0.000
↓	CDIFF	0.671	0.035	0.153
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	75.2	78.0
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	79.0	79.0
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	57.7	60.8
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	86.6	86.6
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	47.6	49.9
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	22.6%	25.4%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	18.0%	20.8%
↓	Sepsis In House Mortality	10.7%	10.1%	10.2%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.3%	2.2%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	5.0%	3.9%
↓	Left without being seen	0.83%	1.65%	0.75%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	212.8	189.1
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	409.5	388.5

Desired performance	Target Measures	Baseline	Franklin Woods Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.32	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.18	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.54	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	3.23	1.99
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	4.20
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	3.03	0.93
↓	PSI 13 Postoperative Sepsis Rate	3.58	2.15	6.64
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	2.34
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	65.1%	71.4%
↓	CLABSI	0.711	0.968	0.000
↓	CAUTI	0.558	0.448	0.000
↓	SSI COLON Surgical Site Infection	2.13	2.03	3.17
↓	SSI HYST Surgical Site Infection	0.71	0.00	0.00
↓	MRSA	0.047	0.036	0.000
↓	CDIFF	0.671	0.081	0.086
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	82.9	82.5
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	80.6	82.0
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	64.7	64.1
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	88.8	87.8
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	56.4	59.1
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	18.9%	16.8%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.2%	18.0%
↓	Sepsis In House Mortality	10.7%	2.5%	2.8%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.6%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	2.7%	2.9%
↓	Left without being seen	0.83%	1.06%	0.78%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	187.8	177.9
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	624.8	955.5



Desired performance	Target Measures	Baseline	Indian Path Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	0.00	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	4.88	0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58	0.00	0.00
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	9.35	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	75.6%	74.6%
↓	CLABSI	0.711	0.000	0.000
↓	CAUTI	0.558	0.000	1.779
↓	SSI COLON Surgical Site Infection	2.13	0.00	6.45
↓	SSI HYST Surgical Site Infection	0.71	0.00	0.00
↓	MRSA	0.047	0.000	0.000
↓	CDIFF	0.671	0.000	0.000
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	79.3	83.3
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	81.1	84.1
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	61.1	63.3
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	84.8	87.8
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	50.1	55.9
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	12.5%	22.2%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.3%	16.6%
↓	Sepsis In House Mortality	10.7%	0.5%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.0%	0.0%
↓	Left without being seen	0.83%	0.34%	0.37%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	152.8	147.6
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	433.0	478.7

Desired performance	Target Measures	Baseline	Norton Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.62	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.68
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	0.00	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	3.01	0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58	0.00	0.00
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	64.2%	71.4%
↓	CLABSI	0.711	0.000	0.000
↓	CAUTI	0.558	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13	2.86	3.23
↓	SSI HYST Surgical Site Infection	0.71	0.00	0.00
↓	MRSA	0.047	0.000	0.000
↓	CDIFF	0.671	0.087	0.000
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	77.6	78.5
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	78.0	76.6
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	59.9	58.9
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	82.8	84.3
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	49.0	45.4
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	25.2%	30.5%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.8%	17.8%
↓	Sepsis In House Mortality	10.7%	4.1%	5.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	2.4%	1.7%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	3.1%	3.2%
↓	Left without being seen	0.83%	0.86%	0.21%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	150.7	151.5
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	612.3	372.8



Desired performance	Target Measures	Baseline	Greeneville Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.72	0.72
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.23
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.45	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	5.15	1.45
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	5.78	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	4.84	4.02
↓	PSI 13 Postoperative Sepsis Rate	3.58	6.71	0.00
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	58.1%	53.0%
↓	CLABSI	0.711	1.021	0.976
↓	CAUTI	0.558	0.000	0.715
↓	SSI COLON Surgical Site Infection	2.13	4.38	0.00
↓	SSI HYST Surgical Site Infection	0.71	0.00	0.00
↓	MRSA	0.047	0.000	0.096
↓	CDIFF	0.671	0.048	0.050
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	78.9	79.3
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	77.1	78.6
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	63.2	58.2
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	87.7	82.9
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	45.9	46.6
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	25.4%	18.1%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	18.9%	22.0%
↓	Sepsis In House Mortality	10.7%	5.8%	4.3%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.4%	2.7%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	3.0%	2.3%
↓	Left without being seen	0.83%	0.92%	0.54%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	163.0	162.9
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	633.9	577.4

Desired performance	Target Measures	Baseline	Smyth County Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.87	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	0.00	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	0.00	0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58	0.00	0.00
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	86.2%	75.0%
↓	CLABSI	0.711	0.000	0.000
↓	CAUTI	0.558	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13		0.00
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047	0.000	0.000
↓	CDIFF	0.671	0.000	0.000
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	78.2	79.7
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	79.7	82.4
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	60.4	60.3
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	84.0	88.0
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	47.9	48.9
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	15.4%	20.9%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.6%	13.1%
↓	Sepsis In House Mortality	10.7%	4.6%	0.6%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	5.5%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	2.3%	1.4%
↓	Left without being seen	0.83%	1.02%	0.36%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	144.0	142.7
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	658.0	406.8

Desired performance	Target Measures	Baseline	Sycamore Shoals Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.35
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.35
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	2.78	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	0.00	0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58	7.35	0.00
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	60.8%	66.7%
↓	CLABSI	0.711	0.000	0.000
↓	CAUTI	0.558	0.000	1.555
↓	SSI COLON Surgical Site Infection	2.13	6.67	10.34
↓	SSI HYST Surgical Site Infection	0.71	15.38	0.00
↓	MRSA	0.047	0.000	0.000
↓	CDIFF	0.671	0.000	0.254
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	76.4	79.8
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	79.5	80.4
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	58.7	61.9
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	80.8	88.3
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	43.9	50.5
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	17.5%	23.0%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	21.0%	14.2%
↓	Sepsis In House Mortality	10.7%	3.0%	2.8%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	1.9%	1.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	2.5%	3.4%
↓	Left without being seen	0.83%	1.25%	0.35%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	173.2	160.7
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	621.5	580.8

Desired performance	Target Measures	Baseline	Lonesome Pine Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	0.00	
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	0.00	
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	
↑	SMB: Sepsis Management Bundle	56.9%	63.3%	56.3%
↓	CLABSI	0.711	0.000	0.000
↓	CAUTI	0.558	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047	0.000	0.000
↓	CDIFF	0.671	0.000	0.000
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	82.4	87.5
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	79.9	83.8
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	61.5	62.9
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	91.0	86.2
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	47.7	49.4
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	12.0%	25.0%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	17.6%	20.5%
↓	Sepsis In House Mortality	10.7%	1.9%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	1.9%	2.1%
↓	Left without being seen	0.83%	0.61%	0.19%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	134.6	122.8
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	322.1	274.7

Desired performance	Target Measures	Baseline	Hawkins County Memorial Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59		
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31		
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83		
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18		
↑	SMB: Sepsis Management Bundle	56.9%	75.7%	75.8%
↓	CLABSI	0.711	0.000	0.000
↓	CAUTI	0.558	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047	0.000	0.000
↓	CDIFF	0.671	0.000	0.794
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	88.3	81.1
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	85.6	75.2
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	80.8	71.2
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	86.5	84.1
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	52.4	54.8
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	29.6%	7.1%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	5.5%	14.6%
↓	Sepsis In House Mortality	10.7%	5.4%	2.2%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	1.8%	4.3%
↓	Left without being seen	0.83%	0.21%	0.17%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	105.6	116.2
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	240.1	279.9

Desired performance	Target Measures	Baseline	Russell County Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59		
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31		
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83		
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	76.9%	64.9%
↓	CLABSI	0.711	0.000	0.000
↓	CAUTI	0.558	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047	0.000	0.000
↓	CDIFF	0.671	0.000	0.000
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	84.2	80.9
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	79.9	78.8
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	62.9	61.9
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	87.7	86.4
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	44.9	60.2
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	34.0%	42.9%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	23.6%	20.7%
↓	Sepsis In House Mortality	10.7%	0.5%	3.8%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	2.1%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.7%	1.9%
↓	Left without being seen	0.83%	1.14%	0.82%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	124.1	118.1
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	213.2	218.4



Desired performance	Target Measures	Baseline	Unicoi County Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59		
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31		
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83		
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	
↑	SMB: Sepsis Management Bundle	56.9%	71.7%	50.0%
↓	CLABSI	0.711	0.000	0.000
↓	CAUTI	0.558	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047	0.000	0.000
↓	CDIFF	0.671	0.487	0.000
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	83.7	74.1
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	81.5	77.3
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	68.4	60.9
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	89.7	95.0
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	53.8	48.1
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	17.9%	50.0%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	20.2%	9.5%
↓	Sepsis In House Mortality	10.7%	1.5%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	2.2%	0.0%
↓	Left without being seen	0.83%	0.41%	0.64%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	137.9	167.2
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	648.7	1096.7

Desired performance	Target Measures	Baseline	Lee County Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59		
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31		
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83		
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18		
↑	SMB: Sepsis Management Bundle	56.9%	71.0%	69.4%
↓	CLABSI	0.711		
↓	CAUTI	0.558		
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047		
↓	CDIFF	0.671		
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	89.7	89.5
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	85.3	87.8
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	71.7	75.2
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	80.3	90.5
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	57.2	62.4
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	12.5%	12.5%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.0%	12.5%
↓	Sepsis In House Mortality	10.7%	3.2%	1.6%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.0%	0.0%
↓	Left without being seen	0.83%	0.29%	0.49%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	109.0	113.5
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	318.1	238.8

Desired performance	Target Measures	Baseline	Dickenson Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59		
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31		
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83		
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18		
↑	SMB: Sepsis Management Bundle	56.9%		40.0%
↓	CLABSI	0.711		
↓	CAUTI	0.558		
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047		
↓	CDIFF	0.671		
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	72.2	82.6
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	38.9	77.6
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	50.0	54.9
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	75.0	83.5
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	40.0	66.7
↓	READM30HF Heart Failure 30day readmissions rate	27.7%		
↓	READM30PN Pneumonia 30day readmission rate	17.9%	0.0%	50.0%
↓	Sepsis In House Mortality	10.7%		0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%		
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.0%	0.0%
↓	Left without being seen	0.83%	0.43%	0.70%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	110.5	108.5
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	161.0	

Desired performance	Target Measures	Baseline	Hancock County Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59		
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31		
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83		
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18		
↑	SMB: Sepsis Management Bundle	56.9%	85.7%	83.3%
↓	CLABSI	0.711		
↓	CAUTI	0.558		
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047		
↓	CDIFF	0.671		
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	84.1	96.7
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	83.3	89.6
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	42.5	95.8
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	92.9	94.1
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	70.9	68.7
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	0.0%	0.0%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	0.0%	13.3%
↓	Sepsis In House Mortality	10.7%	5.0%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	9.1%	0.0%
↓	Left without being seen	0.83%	0.14%	0.07%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	126.9	109.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	212.0	195.8

Desired performance	Target Measures	Baseline	Johnson County Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59		0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31		0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83		
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18		
↑	SMB: Sepsis Management Bundle	56.9%		100.0%
↓	CLABSI	0.711		
↓	CAUTI	0.558		
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047		
↓	CDIFF	0.671		
↑	HCOMP1A P Patients who reported that their nurses “Always” communicated well	84.6	88.9	79.7
↑	HCOMP2A P Patients who reported that their doctors “Always” communicated well	83.3	66.7	76.3
↑	HCOMP5A P Patients who reported that staff “Always” explained about medicines before giving it to them	71.0	40.0	87.0
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	45.0	87.6
↑	HCOMP7SA Patients who “Strongly Agree” they understood their care when they left the hospital	54.6	27.2	22.2
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	0.0%	
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.7%	0.0%
↓	Sepsis In House Mortality	10.7%	0.0%	12.5%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.0%	0.0%
↓	Left without being seen	0.83%	0.86%	0.83%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	136.7	134.3
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	770.0	