



Quality Report Card

1st Quarter 2009

Key Q = Quarter
Start Up
Historical ◀—▶

- Goal Met
- Needs Attention
- Needs Improvement

FINANCIAL VIABILITY

Growth	-9.00%	MMH&C Goal: 3%. RWHC Benchmark: 3%. Hospital Operating Margin represents the % of profit in relation to gross revenues. It is critical because without sufficient margins, the Hospital would be unable to replace needed capital, provide adequate salaries to its employees and be creditworthy for any current and future debt.	
Market Share	22.66%	MMH&C Goal: 40%. Measure: Ambulatory Surgery Market Share for our Primary Service Area (PSA). *PSA = Zip Codes: 53910, 53934, 53936, and 54613.	

CUSTOMER

Patient Satisfaction	81%	MMH&C Goal: 85%. Press Ganey (2007) Benchmark: 87.5% for hospitals with 50 beds or less. Measure: Overall Experience Satisfaction. In order to assure that MMH&C is achieving its vision of being the preferred local healthcare provider by exceeding customer expectations, patient satisfaction will be measured regularly to assess a variety of services provided.	
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INTERNAL PROCESSES

Service Standards	87%	MMH&C Goal: 90% at 15 Minutes or Less. Service within 15 minutes or less of check-in. Set and Improve service standards including wait times and accuracy. This will lead to increased satisfaction and utilization by our customers.	
Service Standards	27	MMH&C Goal: 45 Minutes. Emergency Department's STAT Lab results are reported to the physician within a 45 minutes turnaround time.	
Grow Outpatient Services	5,932	MMH&C Goal: 6,700 Visits. Improve customer service in outpatient departments by improving availability of services and efficiency of these services. This will lead to increased satisfaction and utilization by our customers and is reported as the number of outpatient visits each quarter.	
Quality	0.89%	MMH&C Goal: 2%. Assure delivery of the highest quality of care in a safe and healing environment by reducing incidence of Healthcare Associated Infection Rate.	
Safety	1	MMH&C Goal: 4 Falls Quarterly. Benchmark: Acute Care National Rural Hospital Average = 1.5 falls per bed/yr. Measure: Reduce incidence of falls in Acute Care (Med Surg).	
Swing Bed Utilization	440	MMH&C Goal: 238 Patient Days. Expand Medicare skilled nursing availability in our community.	
Broaden/Grow Orthopedic and General Surgery	132	MMH&C Goal: 162 Procedures. Increase the market share for surgical cases and increase the range of services we provide. Provide availability to do more complex cases locally and encourage additional surgeons to use our surgical services.	

Investing In Our Future

Facility / Technology	10.9 Years	MMH&C's Goal: 9.8. RWHC Benchmark: 9.8. The age of Plant is a financial measurement indicating the average "age" of plant and equipment. It indicates the turnover of fixed asset and is benchmark used in evaluating whether plant and equipment is being adequately updated and/or replaced.	
Education / Culture	82%	MMH&C Goal: 100%. Measure: Staff attendance at yearly Rules and Regulations training. This provides ongoing staff development and maintenance of optimal employee knowledge, skills, and abilities. These programs will also be focused on fostering a shared culture of customer service which is imbedded in all services and functions throughout the organization.	