

## University of Louisville Hospital (ULH) Quality Dashboard 4Q 2018

Care Outcomes (lower is better)	4Q '18		Trend (3Q '18)
	ULH*		
<b>Length of Stay (LOS) Index</b> Observed over expected ratio	Better than our benchmark		↓
<b>30-day Readmission Rate</b> % of all admissions	Better than our benchmark		↑
<b>Mortality Index</b> Observed deaths over expected deaths ratio	Better than our benchmark		↑
Performance Measure	ULH	National Ave.	Trend (3Q '18)
<b>PC-01</b> Elective delivery (lower is better)	7.7%	3.0%	↑↓
<b>IMM-2</b> Influenza Immunization	79.1%	94.0%	↑↓

Green - meets or is below comparison group; Red - above comparison group  
 \*ULH benchmark was determined from Vizient, an alliance of 104 Complex Teaching Medical Centers. National Average determined by Hospital Compare; a CMS website.

Hospital Acquired Conditions (HACs) (lower is better)	4Q '18		Trend (3Q '18)
	ULH		
Objects accidentally left in the body after surgery	Better than our benchmark		↓
Air bubble in the bloodstream	Better than our benchmark		↓
Mismatched blood type	Better than our benchmark		↓
Severe pressure sores (bed sores)	Better than our benchmark		↓
Falls with injuries	Better than our benchmark		↓
Signs of uncontrolled blood sugar	Better than our benchmark		↓

Actual conditions reported each quarter. HACs are preventable events within a hospital. Green - meets or is below comparison group; Red - above comparison group

Service Excellence (HCAHPS) (higher is better)	4Q '18		Trend (3Q '18)
	ULH %*	Peer Group	
Rate hospital 9 or 10	66.3%	73.3%	↑
Likelihood to recommend the hospital	66.7%	74.4%	↑
Nurse communication	76.7%	81.0%	↑
Responsiveness of hospital staff	54.3%	65.9%	↓
Doctor communication	76.7%	81.6%	↓
Cleanliness and quietness	51.0%	64.8%	↓
Pain management	57.6%	65.8%	↓
Communication about medications	57.4%	63.9%	↓
Discharge information	86.6%	88.2%	↑

\*ULH percentage Top Box Score for each domain; Green - meets or is above Press Ganey's Teaching Hospital Peer Group's top box percentage; Red - below PG's Teaching Hospital top box percentage

Infection Rates (lower is better)	4Q '18		Trend (3Q '18)
	ULH	ULH Goals	
<b>CAUTI</b> - Catheter-associated urinary tract infection. (by 1,000 line days)	Worse than our hospital goals		↓
<b>CLABSI</b> - Central line-associated bloodstream infections. (by 1,000 line days)	Better than our hospital goals		↓
<b>MRSA</b> Blood Laboratory-identified Events (bloodstream infections) *	Better than our hospital goals		↓
<b>C. diff</b> Laboratory-identified Events (intestinal infections) **	Better than our hospital goals		↓

Green - meets or is below hospital goals; Red - above hospital goals

\* Rate calculated by 1,000 patient days

\*\* Rate calculated by 10,000 patient days

Stroke Outcomes (lower is better)	4Q '18	Trend (3Q '18)
	ULH	
Total Stroke Mortality Index	Better than our benchmark	↓
-Artery Blockage Stroke Mortality Index	Better than our benchmark	↓
-Brain Bleed Stroke Mortality Index	Better than our benchmark	↓
Total Stroke Length of Stay (LOS) Index	Worse than our benchmark	↑
-Artery Blockage Stroke LOS Index	Worse than our benchmark	↑
-Brain Bleed Stroke LOS Index	Worse than our benchmark	↑
Total 30-day Stroke Readmission Rate (% of all stroke admissions)	Better than our benchmark	↓
-Artery Blockage 30-day Readmit Rate	Better than our benchmark	↓
-Brain Bleed 30-day Readmit Rate	Better than our benchmark	↓
Stroke Outcome Measure	Survival Rate	
Carotid Endarterectomy Procedures	100%	
Stroke Performance Measure	ULH	Goal
Stroke Door to Artery Unblockage Treatment (Door to Needle IV tPA)	47 mins	≤ 45 mins

Green - meets or is below comparison group; Red - above comparison group

Patient Safety Indicators (PSI) (lower is better)	4Q '18	Trend (3Q '18)
	ULH*	
PSI 90 Patient safety quality indicator composite**	Better than our benchmark	↓
PSI 6 Collapsed lung due to medical treatment	Worse than our benchmark	↑
PSI 9 Post-op bleeding (hemorrhage/hematoma)	Worse than our benchmark	↑
PSI 12 Serious blood clots after surgery	Better than our benchmark	↑
PSI 13 Post-op generalized infection (sepsis)	Worse than our benchmark	↑
PSI 14 A wound that splits open after surgery on the abdomen or pelvis	Better than our benchmark	↓
PSI 15 Accidental cuts or tears from medical treatment	Worse than our benchmark	↑

Patient Safety Indicators (PSI) per Agency for Healthcare Research & Quality (AHRQ)

[www.ahrq.gov](http://www.ahrq.gov); Green - meets or is below comparison group; Red - significantly above comparison group

\*Rate per 1000 cases

\*\*PSI 90 only updated through July '18 - Sept. '18