

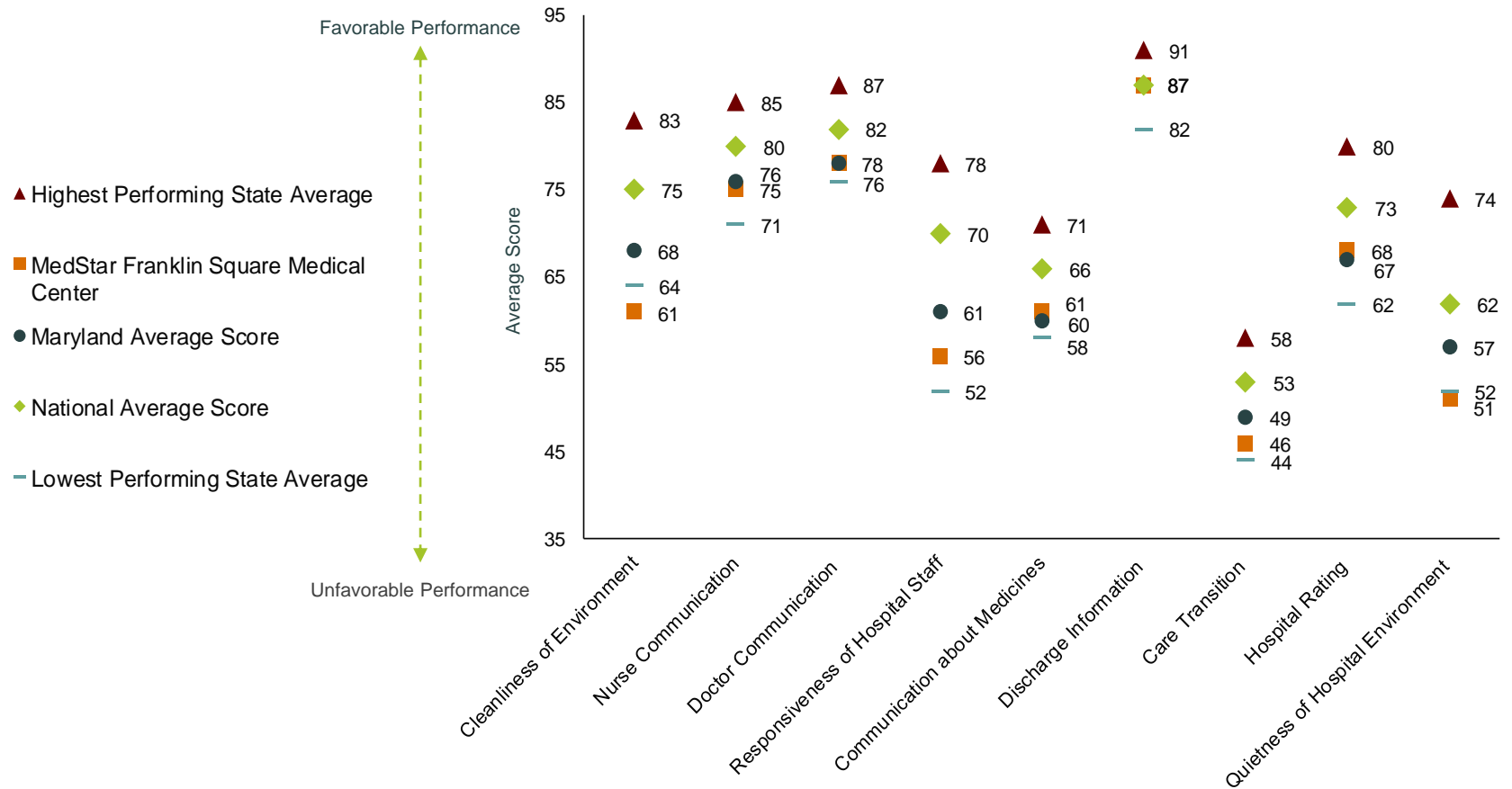
Key Performance Metrics August 2018



Maryland Hospital Association

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

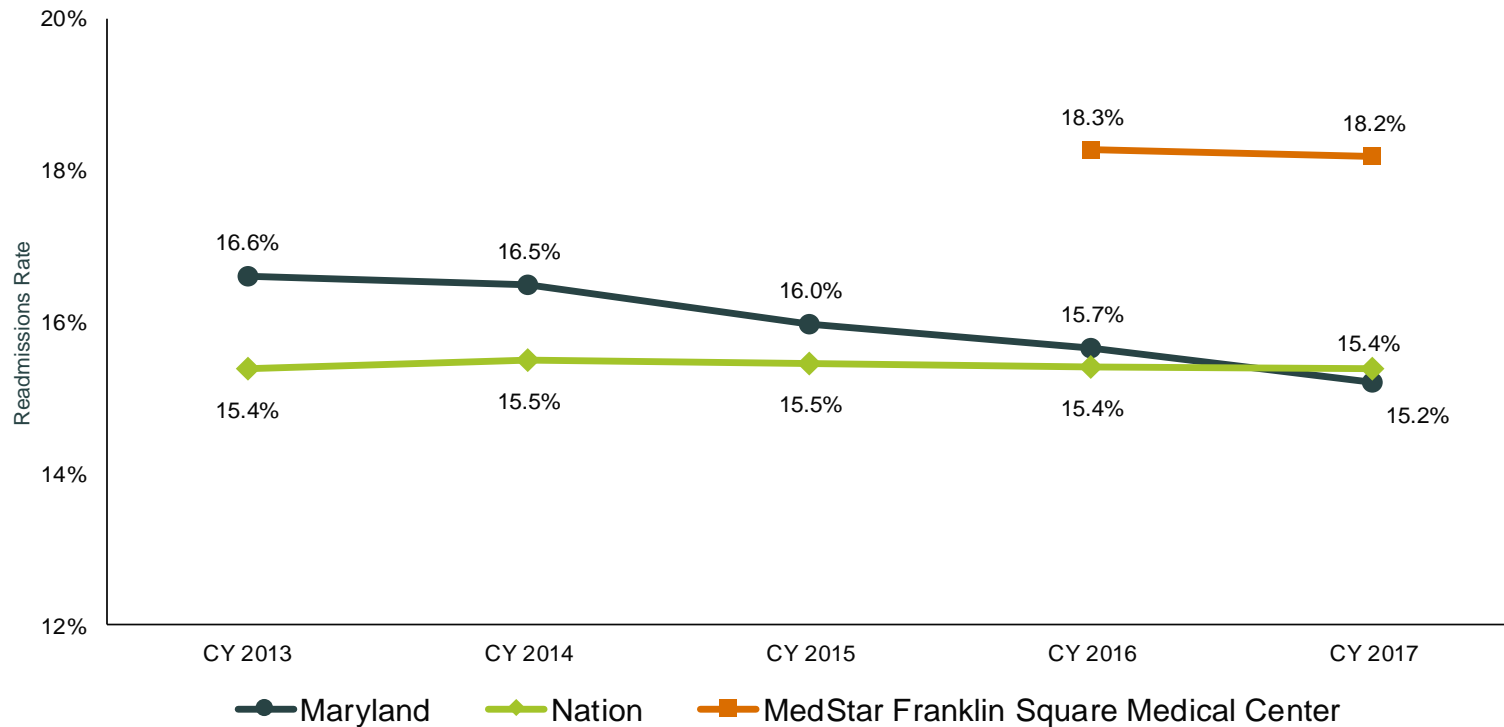
Average Score for Most Positive Response Available by Question



Source: The Centers for Medicare & Medicaid Services Hospital Compare. Data reflect performance from 10/2016 to 9/2017. See appendix for full list of HCAHPS questions. For each HCAHPS question, typically four multiple choice options are available (e.g. "always," "usually," "sometimes," and "never"). These data depict the average rate at which respondents selected the most positive option.

Medicare, Unadjusted Readmissions Trends

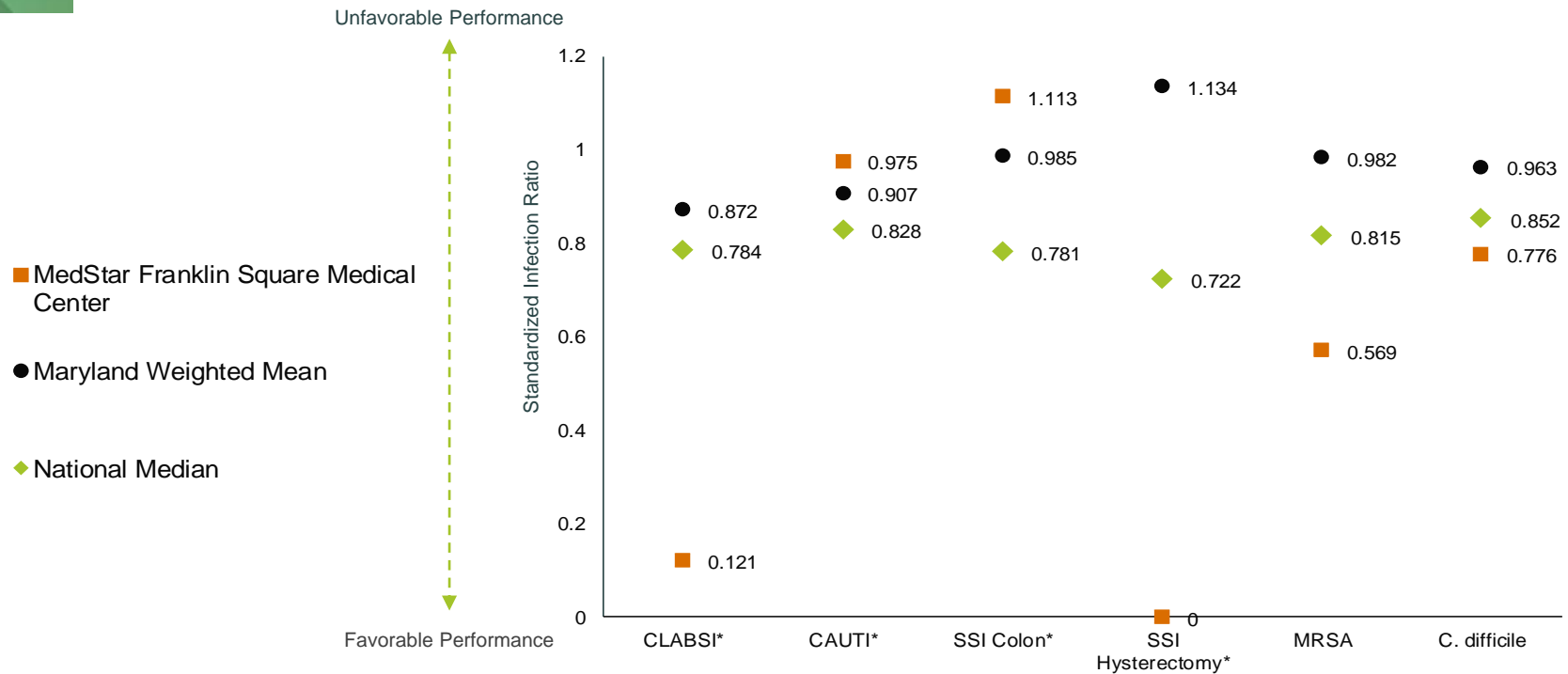
Readmission Rates CY 2013- CY 2017



Source: The Centers for Medicare & Medicaid Services.
Note: Hospital-specific Medicare unadjusted data are only available for CY 2016 and CY 2017 through September.

Healthcare-Associated Infections

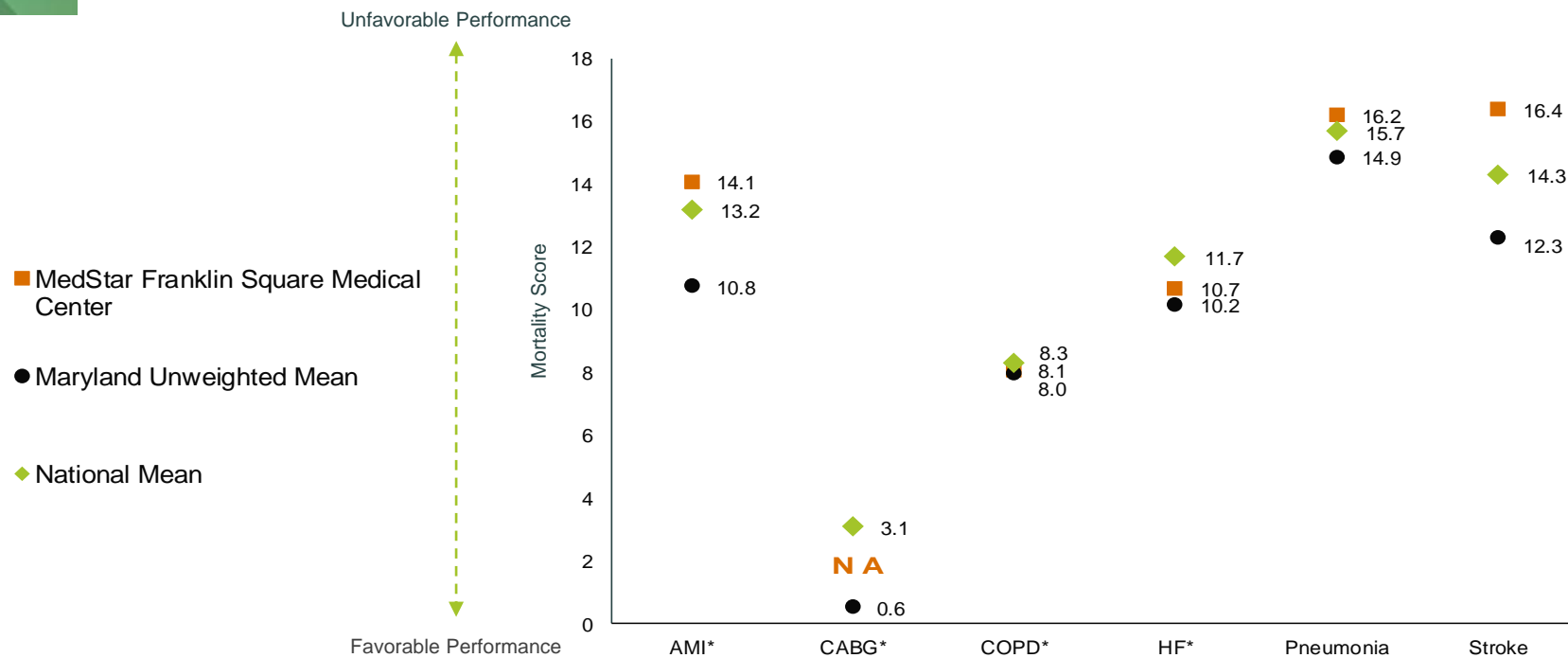
Performance on Key Infection Measures



*CAUTI = Catheter-Associated Urinary Tract Infections, CLABSI = Central Line-Associated Bloodstream Infections, SSI Colon = Surgical Site Infections Related to Colon Surgery, SSI Hysterectomy = Surgical Site Infections Related to Abdominal Hysterectomy. Source: the Centers for Medicare & Medicaid Services Hospital Compare. Data reflect performance from 10/2016 to 09/2017 for Maryland and hospital. Data for the nation reflect national performance in CY 2016, the most recent period for which data are available.

Medicare Mortality Measures

Performance on Medicare, 30-day, Risk-Adjusted Mortality Measures

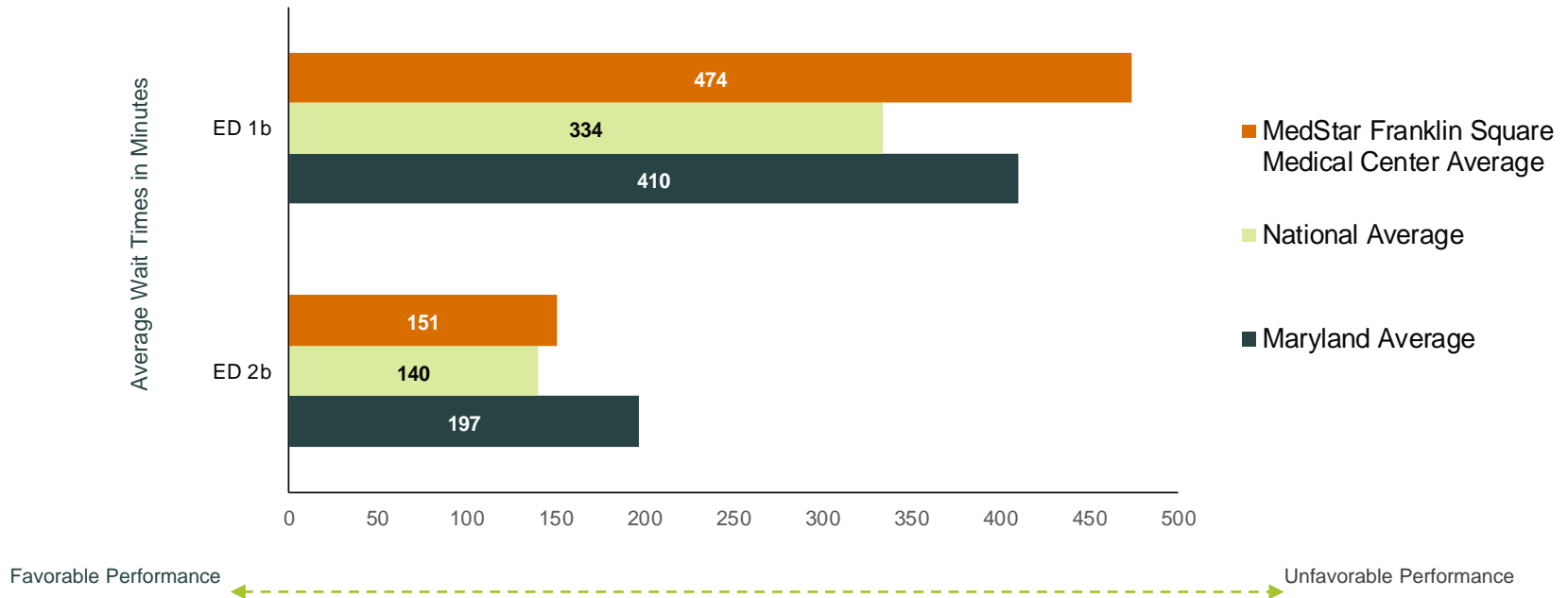


NA = Hospital is ineligible for public reporting on this measure

*AMI = Acute myocardial infarction, COPD = Chronic obstructive pulmonary disease, CABG = Coronary artery bypass graft surgery, and HF = Heart failure. Source: the Centers for Medicare & Medicaid Services Hospital Compare. Data reflect performance from 7/2014 to 6/2017. Maryland average score is unweighted.

Emergency Department Wait Times

Performance on the Two Measures of ED Wait Times Included in QBR, ED-1b and ED-2b



ED-1b* = Length of time from ED arrival until admitted patient leaves ED

ED-2b* = Length of time from when decision to admit is made until admitted patient leaves ED

Appendix

HCAHPS question topics key:

- *Cleanliness of Hospital Environment* indicates patient responses to the following question:
 - During this hospital stay, how often were your room and bathroom kept clean?
- *Nurse Communication* averages patient responses to the following questions:
 - During this hospital stay, how often did nurses treat you with courtesy and respect?
 - During this hospital stay, how often did nurses listen carefully to you?
 - During this hospital stay, how often did nurses explain things in a way you could understand?
- *Doctor Communication* averages patient responses to the following questions:
 - During this hospital stay, how often did doctors treat you with courtesy and respect?
 - During this hospital stay, how often did doctors listen carefully to you?
 - During this hospital stay, how often did doctors explain things in a way you could understand?
- *Responsiveness of Hospital Staff* averages patient responses to the following questions:
 - During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
 - How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- *Pain Management* averages of patient responses to the following questions:
 - During this hospital stay, how often did hospital staff talk with you about how much pain you had?
 - During this hospital stay, how often did hospital staff talk with you about how to treat your pain?
- *Communication About Medicines* averages patient responses to the following questions:
 - Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
 - Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

Appendix

HCAHPS question topics key (continued):

- *Discharge Information* averages patient responses to the following questions:
 - During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
 - During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
- *Care Transition* averages patient responses to the following statements:
 - During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.
 - When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.
 - When I left the hospital, I clearly understood the purpose for taking each of my medications.
- *Hospital Rating* indicates patient responses to the following question:
 - Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
- *Quietness of Hospital Environment* indicates patient responses to the following question:
 - During this hospital stay, how often was the area around your room quiet at night?
- *Willingness to Recommend Hospital* indicates patient responses to the following question:
 - Would you recommend this hospital to your friends and family?