

# Reports & Measures

# Types of Reports

Report	Frequency	Audience	Approval
Corporate Dashboard	Monthly	BOT, Leadership, All Employee	CEO
Safety Dashboard	Monthly	Leadership, All Employee	VP Quality and Experience
Patient Satisfaction Matrix	Monthly	BOT, Leadership	CEO
Quality Report Card	Quarterly	BOT, MEC, Leadership	Quality
Trauma Dashboard	Quarterly	Trauma Committee	Quality
Stroke Dashboard	Quarterly	Stroke Committee	Quality
Heart Ready Dashboard	Quarterly	Pending – Committee	Quality

# Corporate Dashboard

- Clinical Composite
- Patient Satisfaction
- Employee Engagement
- Market Share
- Operating Income

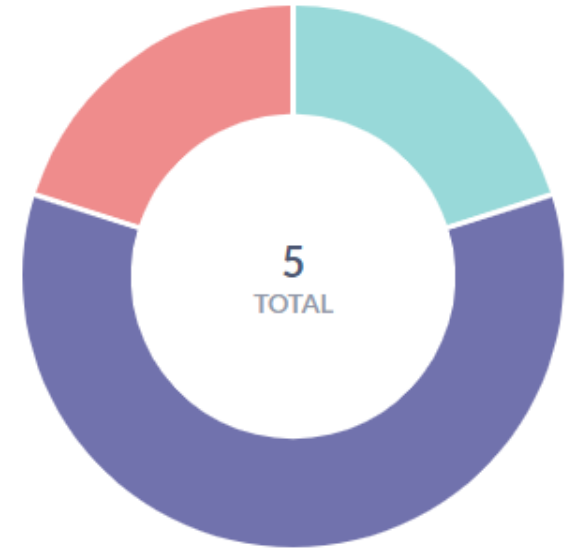
# Clinical Composite = 41 Quality Measures

Quality Measures per Location	
Emergency Department	10
Acute Care	6
Surgical Services	5
Infection Prevention	4
Lab	2
Infusion	1
Primary Care	19

# Safety Dashboard

- Patient Safety Events
- Great Catches
- Staff Safety Events
- Health Equity

Pie - Event by Sub-Type



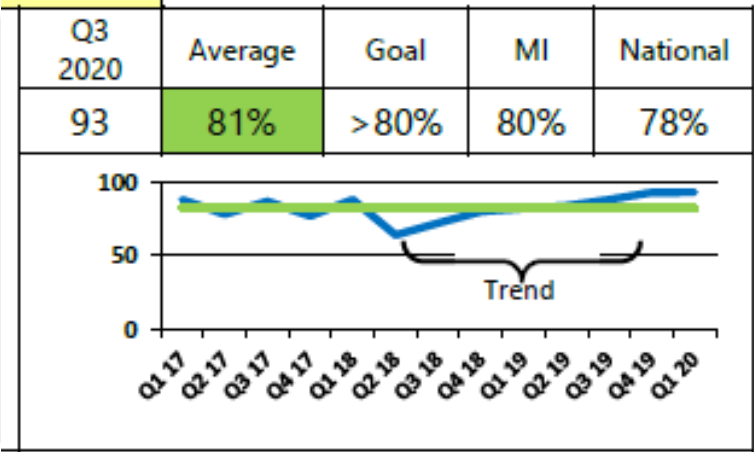
# Patient Satisfaction Matrix

Patient Satisfaction				
Department	Current Score	Current Percentile	Current Points June 2023	Previous Points May 2023
Acute Care	85.0%	65	6.5	7
Emergency	85.0%	65	6.5	6
Surgical	85.0%	65	6.5	7
Clinics	85.0%	65	6.5	7
Rehab	85.0%	65	6.5	6
Diagnostic Imaging	85.0%	65	6.5	6
Laboratory	85.0%	65	6.5	6
Respiratory	85.0%	65	6.5	6
Country Bay	85%	N/A	6.5	6
Country Gardens	85%	N/A	6.5	7
Infusion	85.0%	65	6.5	6
Retail Pharmacy	85.0%	N/A	6.5	6
Vision Center	85.0%	N/A	6.5	7
			<b>84.5</b>	<b>83</b>
+ Indicates semi-annual survey score		2023 Goal: 85		Improved
****TEST DATA ONLY				No change
				Decreased

# Quality Report Card –February 2024(CY Q4)

Full Report

# Quality Report Card



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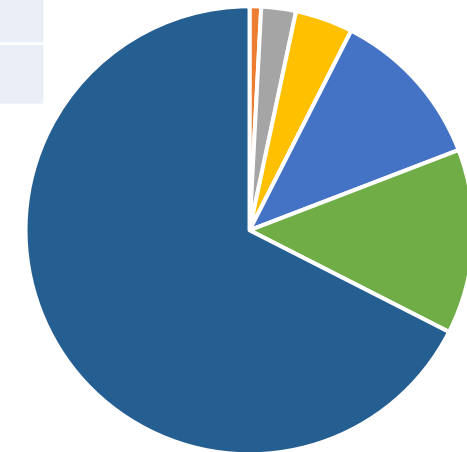
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# Trauma/Stroke/Cardiac Dashboard

- Activations
- Over/Under Triage
- Door to Thrombolytics
- Door to CT
- Door to EKG
- ED Dwell Time
- Incident/Injury by Age

Trauma Injury by Age			
	Fall	Dog Bite	MVA
Infant			
Toddler	100%		
Child	33%	67%	
Teen			40%
Adult	21%		57%
Middle-Aged Adult			
Adult	25%		50%
Senior Adult	86%		9%

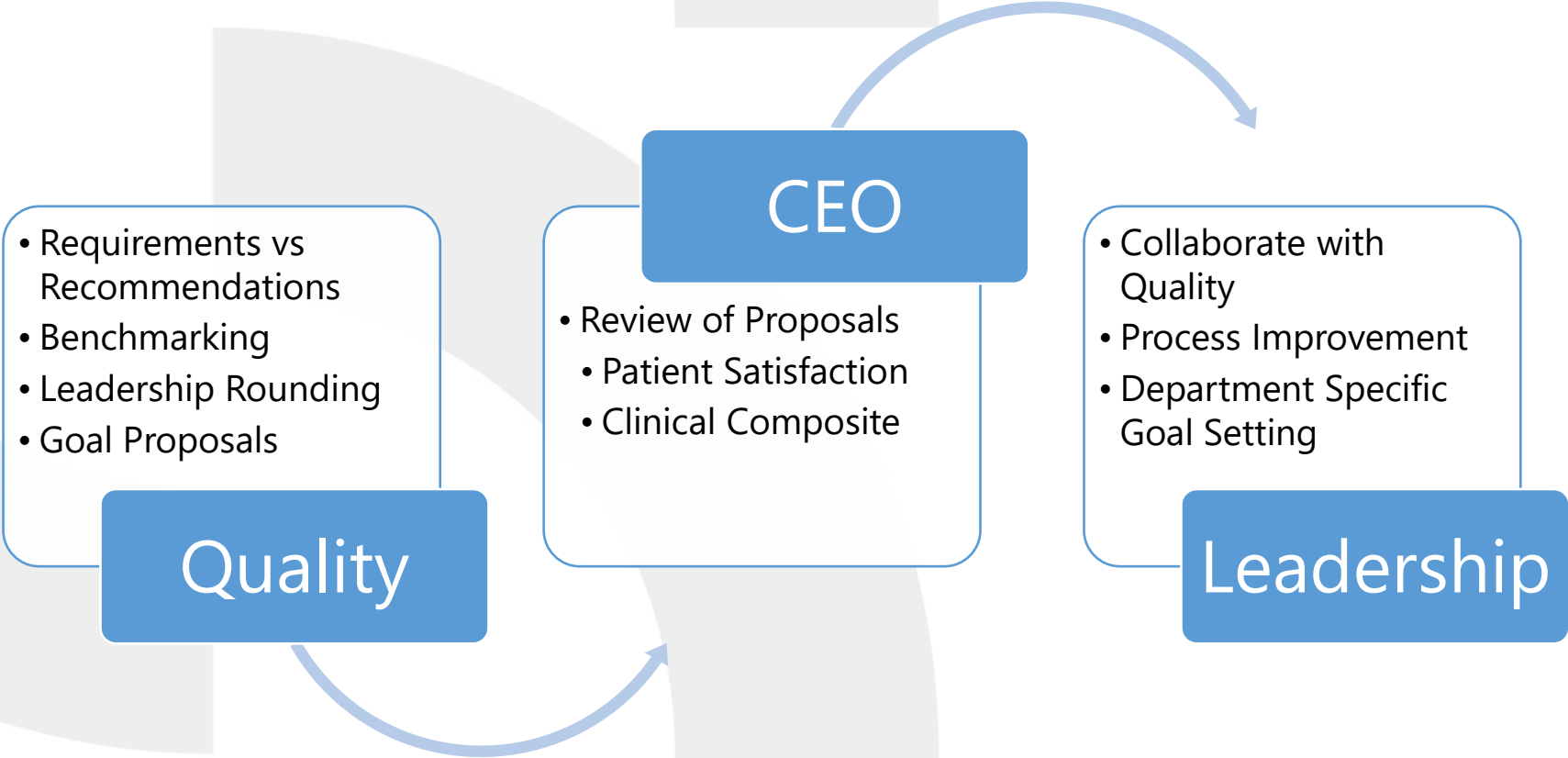
Trauma by Age



- Infant 0-1 year
- Toddler 2-4 years
- Child 5-12 years
- Teen 13-19 years
- Adult 20-39 years
- Middle Age Adult 40-59 years
- Senior Adult >60 years



# Annual Review



# Report Ownership


Report	Stakeholder	Facilitator
Corporate Dashboard	Finance, HR, Customer Service, Quality	Quality
Safety Dashboard	Patient Safety, Staff Safety, Health Equity Leader	Quality
Patient Satisfaction Matrix	Customer Service	Customer Service Coordinator
Quality Report Card	Department Leaders	Quality
Trauma Dashboard	Trauma Registrar, ER Leader, ED Director	Trauma Registrar
Stroke Dashboard	Stroke Registrar, ER leader, ED Director	Stroke Registrar
Heart Ready Dashboard	Heart Registrar, ER Leader	Pending – Committee

# Communication Board

- Corporate Dashboard
- Safety Dashboard
- Leadership Forum Minutes
- Upcoming Events
- Personnel Report



Tuesday, October 17, 2023 | Search



**Scheurer Health**

HOME SAFETY CHECK IN QUICK REFERENCE **COMMUNICATION BOARD** DOWNTIME PROCEDURES SCHEURER WAY STAFF DIRECTORY CAFETERIA SDS

Scheurer O365 Email

QI Interpretations

QI Interpretations Summary

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**Corporate Dashboard Communication**

October 2023



**Questions?**

