

# SOMC Service Dashboard – FY 20

## Patient-Centered Perfection is the Goal

*very* Good things are happening here  
Southern Ohio Medical Center

Indicator	Goal [Average]	HC	?	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
<b>Improve Patient Perception of Care Inpatients HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems)</b>																
Communication with Nurses * <i>(DeCamp/Fraulini/ Burchett)</i>	HVBP 100% [80%]	HC					90 (96)	90 (96)	89 (95)	87 (90)						87 (90)
Communication with Doctors * <i>(DeCamp/Fraulini/ Burchett)</i>	HVBP 100% [82%]	HC					85 (78)	85 (75)	84 (70)	84 (70)						84 (70)
Response of Hospital Staff * <i>(DeCamp/Fraulini/ Burchett)</i>	HVBP 100% [70%]	HC					79 (88)	78 (88)	78 (89)	76 (86)						76 (86)
Communication about Medicines * <i>(DeCamp/Fraulini/ Burchett)</i>	HVBP 100% [66%]	HC					67 (67)	68 (75)	68 (76)	70 (86)						70 (86)
Hospital Environment * <i>(DeCamp/Fraulini/ Burchett)</i>	HVBP 100% [75%]	HC					76 (86)	78 (90)	77 (89)	76 (87)						76 (87)
Discharge Information * <i>(DeCamp/Fraulini/ Burchett)</i>	HVBP 100% [87%]	HC					93 (92)	92 (85)	91 (81)	90 (72)						90 (72)
CAHPS Rate 0-10 <i>(DeCamp/Fraulini/ Burchett)</i>	HVBP 100% [73%]	HC					81 (82)	83 (87)	79 (76)	80 (79)						80 (79)
Likelihood to Recommend <i>(DeCamp/Fraulini/ Burchett)</i>	HVBP 100% [72%]	HC					78 (70)	77 (87)	75 (58)	76 (63)						76 (63)

Safety

Quality

Service

Teamwork

Finance

**Goal** = Perfection Rate (top percentile, 0, 100%, VBP Benchmark)  
[Average] = National Average, Mean, Median, VBP Threshold  
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*Source: Press Ganey*

HC = Hospital Compare  
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HVBP = Value-Based Purchasing

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<b>Improve Patient Perception of Care Inpatients HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems)</b>																
Care Transitions * <i>(DeCamp/Fraulini/ Burchett)</i>	100% [53%]	HC	?				67 (94)	65 (92)	62 (88)	63 (88)						63 (88)
<b>Improve Patient Perception of Care CG-HCAHPS (Consumer Assessment of Healthcare Providers and Systems)</b>																
Care Coordination * <i>(Fite/Burchett)</i>	100% [%]						72 (23)	72 (24)	72 (21)	71 (21)						71 (21)
Access to Care 3 Months * <i>(Fite/Burchett)</i>	100% [%]						84 (61)	83 (65)	84 (75)	85 (82)						85 (82)
Provider Communication Quality * <i>(Fite/Burchett)</i>	100% [%]						92 (40)	93 (44)	92 (25)	92 (27)						92 (27)
Office Staff Quality * <i>(Fite/Burchett)</i>	100% [%]						93 (46)	94 (50)	93 (28)	93 (27)						93 (27)
CAHPS Rate 0-10 <i>(Fite/Burchett)</i>	100% [%]						86 (67)	89 (70)	86 (35)	86 (35)						86 (35)
Likelihood to Recommend <i>(Fite/Burchett)</i>	100% [%]						91 (75)	93 (64)	91 (41)	91 (38)						91 (38)

Safety



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<b>Improve Patient Perception of Care</b> <b>HOME CARE CAHPS (Home Care Consumer Assessment of Healthcare Providers and Systems)</b>																
Care of Patients * <i>(Thompson/Burchett)</i>	100% [88%]	<a href="#">HC</a>					89 (34)	87 (15)	87 (13)	87 (12)						87 (12)
Communication Between Provider and Patient * <i>(Thompson/Burchett)</i>	100% [85%]	<a href="#">HC</a>					84 (19)	86 (31)	85 (22)	86 (24)						86 (24)
Specific Care Issues * <i>(Thompson/Burchett)</i>	100% [83%]	<a href="#">HC</a>					85 (56)	83 (37)	82 (29)	82 (30)						82 (30)
CAHPS Rate 0-10 <i>(Thompson/Burchett)</i>	100% [84%]	<a href="#">HC</a>					90 (60)	88 (50)	87 (38)	86 (30)						86 (30)
CAHPS Likelihood to Recommend <i>(Thompson/Burchett)</i>	100% [78%]	<a href="#">HC</a>					83 (57)	82 (55)	83 (58)	82 (45)						82 (45)

Safety ◆

Quality ◆

Service ◆

Teamwork ◆

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Improve Patient Perception of Care Outpatient Ambulatory Surgery CAHPS (SDS & SDS ENDO and Cath Lab)																
Facility/Person Treatment * <i>(Greene/Fraulini/Burchett)</i>	100% [%]						99 (97)	99 (86)	98 (79)	98 (72)						98 (72)
Discharge * <i>(Greene/Fraulini/Burchett)</i>	100% [%]						97 (73)	96 (62)	96 (62)	96 (56)						96 (56)
Communication * <i>(Greene/Fraulini/Burchett)</i>	100% [%]						95 (92)	94 (83)	94 (78)	93 (65)						93 (65)
CAHPS Rate 0-10 <i>(Greene/Fraulini/Burchett)</i>	100% [%]						94 (94)	93 (89)	92 (84)	90 (73)						90 (73)
Likelihood to Recommend <i>(Greene/Fraulini/Burchett)</i>	100% [%]						87 (68)	82 (35)	82 (39)	81 (30)						81 (30)

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<b>Improve Patient Perception of Care</b> <b>HOSPICE CAHPS (Hospice Consumer Assessment of Healthcare Providers and Systems)</b>																	
Hospice Team Communication * <i>(Ruby/Burchett)</i>	100% [80%]	<a href="#">HC</a>					92 (97)	90 (92)	91 (96)	91 (95)						91 (95)	
Getting Timely Care * <i>(Ruby/Burchett)</i>	100% [78%]	<a href="#">HC</a>					88 (93)	84 (80)	89 (95)	90 (99)						90 (99)	
Treating Family With Respect * <i>(Ruby/Burchett)</i>	100% [91%]	<a href="#">HC</a>					95 (78)	96 (88)	98 (94)	98 (96)						98 (96)	
Getting Help For Symptoms * <i>(Ruby/Burchett)</i>	100% [75%]	<a href="#">HC</a>					97 (99)	88 (99)	87 (97)	87 (99)						87 (99)	
Getting Hospice Care Training * <i>(Ruby/Burchett)</i>	100% [75%]	<a href="#">HC</a>					90 (99)	83 (89)	84 (92)	83 (86)						83 (86)	
Getting Support For Religious/Emotional Beliefs * <i>(Ruby/Burchett)</i>	100% [%]	<a href="#">HC</a>					97 (90)	94 (56)	95 (72)	96 (79)						96 (79)	
Additional Rating Questions * <i>(Ruby/Burchett)</i>	100% [%]	<a href="#">HC</a>					94 (99)	88 (99)	78 (88)	77 (84)						77 (84)	
CAHPS Rate 0-10 <i>(Ruby/Burchett)</i>	100% [85%]	<a href="#">HC</a>					95 (97)	93 (87)	95 (99)	94 (94)						94 (94)	
Likelihood to Recommend <i>(Ruby/Burchett)</i>	100% [%]	<a href="#">HC</a>					95 (97)	92 (83)	93 (86)	92 (84)						92 (84)	
				<b>Safety</b> ◆			<b>Quality</b> ◆			<b>Service</b> ◆			<b>Teamwork</b> ◆			<b>Finance</b>	

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<b>Outpatient Services (AIC and CVT)</b>																
Registration * <i>(DiIts/Fraulini/Burchett)</i>	100% [%]						83 (85)	84 (83)	83 (80)	83 (88)						83 (88)
Facility * <i>(DiIts/Fraulini/Burchett)</i>	100% [%]						77 (76)	79 (82)	79 (80)							
Your Care (Previously Test or Treatment) * <i>(DiIts/Fraulini/Burchett)</i>	100% [%]						86 (66)	87 (75)	86 (68)	87 (81)						87 (81)
Personal Issues * <i>(DiIts/Fraulini/Burchett)</i>	100% [%]						86 (89)	87 (91)	85 (78)							
Overall Assessment <i>(DiIts/Fraulini/Burchett)</i>	100% [%]						90 (92)	89 (90)	89 (88)	90 (92)						90 (92)
Likelihood to Recommend <i>(DiIts/Fraulini/Burchett)</i>	100% [%]						88 (81)	88 (79)	88 (84)	89 (86)						89 (86)

Safety ♦ Quality ♦ Service ♦ Teamwork ♦ Finance

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<b>Emergency Department</b>																
Arrival * <i>(Dilts/Burchett)</i>	100% [?]						62 (40)	65 (49)	64 (47)	64 (48)						64 (48)
Nurses * <i>(Dilts/Burchett)</i>	100% [?]						67 (26)	69 (33)	69 (30)	69 (34)						69 (34)
Doctors * <i>(Dilts/Burchett)</i>	100%						66 (31)	69 (45)	66 (29)	68 (39)						68 (39)
Tests * <i>(Dilts/Burchett)</i>	100%						73 (59)	75 (65)	72 (49)	71 (44)						71 (44)
Family or Friends * <i>(Dilts/Burchett)</i>	100%						77 (67)	78 (73)	76 (63)	76 (66)						76 (66)
Personal Insurance Information * <i>(Dilts/Burchett)</i>	100%						76 (64)	77 (68)	75 (59)	74 (57)						74 (57)
Personal Issues * <i>(Dilts/Burchett)</i>	100%						53 (19)	56 (27)	54 (20)	54 (21)						54 (21)
Overall Assessment * <i>(Dilts/Burchett)</i>	100%						54 (69)	57 (15)	56 (11)	56 (13)						56 (13)
Likelihood to Recommend <i>(Dilts/Burchett)</i>	100%						52 (7)	56 (13)	55 (12)	56 (14)						56 (14)
															<b>YTD Rate of Perfection</b>	<b>81.8% (63)</b>

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# What **questions** do you have?



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