Dashboard of Indicators

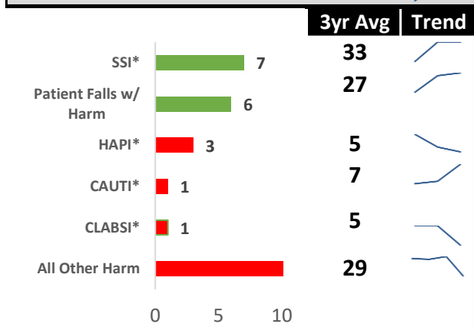
October 2024

Quality and Safety

Patient and Workforce Harm Incidents (lower is better)

Overall Patient Harm

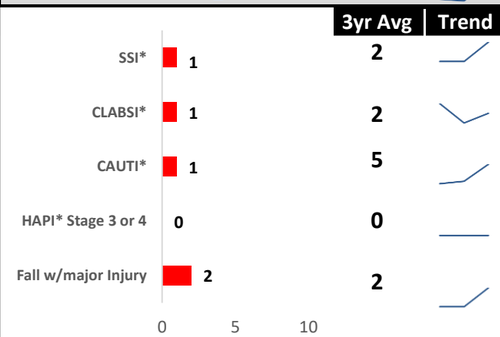
29 | FY25 Target 106 | Trend



	3yr Avg	Trend
SSI*	33	
Patient Falls w/ Harm	27	
HAPI*	5	
CAUTI*	7	
CLABSI*	5	
All Other Harm	29	

Preventable Serious Safety Events

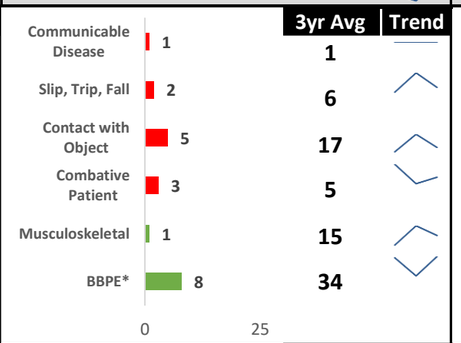
5 | FY25 Target 12 | Trend



	3yr Avg	Trend
SSI*	2	
CLABSI*	2	
CAUTI*	5	
HAPI* Stage 3 or 4	0	
Fall w/major Injury	2	

Workforce Harm

20 | FY25 Target 77 | Trend

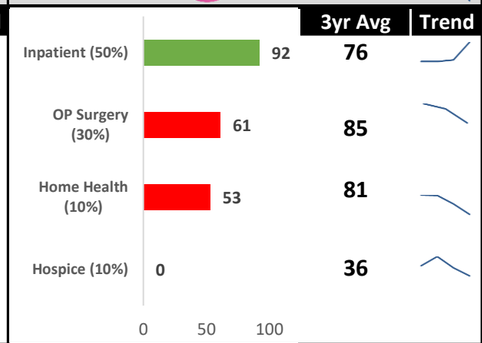


	3yr Avg	Trend
Communicable Disease	1	
Slip, Trip, Fall	6	
Contact with Object	17	
Combative Patient	5	
Musculoskeletal	15	
BBPE*	34	

Patient Experience Percentile Rankings (higher is better)

CAHPS Blended (Would Recommend)

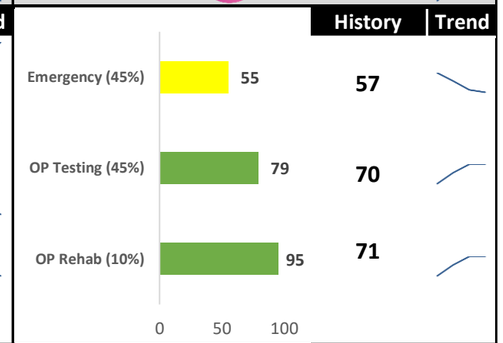
70 | FY25 Target 73 | Trend



	3yr Avg	Trend
Inpatient (50%)	76	
OP Surgery (30%)	85	
Home Health (10%)	81	
Hospice (10%)	36	

Press Ganey Blended (Would Recommend)

70 | FY25 Target 73 | Trend



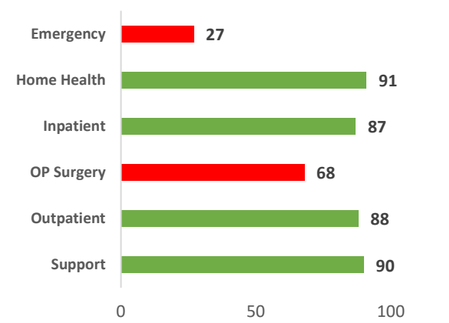
	History	Trend
Emergency (45%)	57	
OP Testing (45%)	70	
OP Rehab (10%)	71	

Operations

Employee Engagement (higher is better)

Engagement Index Percentile

84 | FY25 Target 84 | Trend NA



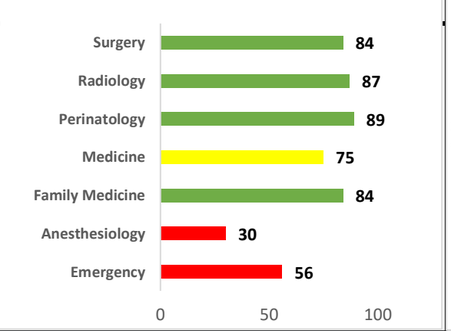
Engagement Index Question Detail (baseline)

FY25 Target 3 of 6 | Q1 Q2 Q3 Q4 Q5 Q6

Provider Engagement (higher is better)

Engagement Index Percentile

78 | FY25 Target 78 | Trend NA



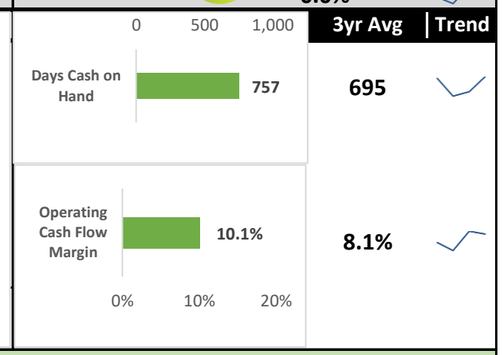
Engagement Index Question Detail (baseline)

FY25 Target 3 of 6 | Q1 Q2 Q3 Q4 Q5 Q6

Financial Health (higher is better)

Operating Margin

3.0% | FY25 Target 0.0% | Trend



	3yr Avg	Trend
Days Cash on Hand	695	
Operating Cash Flow Margin	8.1%	

Notes:

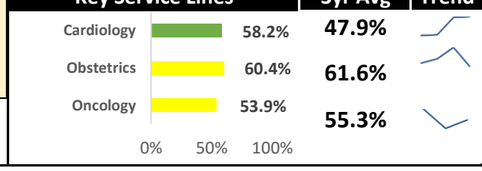
- All results through September 30, 2024 with the exception of Patient Harm and Patient Experience (10th of the current month), Employee and Provider Engagement (Spring 2024), and Market Share (June 2024).
- All FY25/CY24 targets represent three year historical trend with the exception of Employee/Provider Enagement (Org. Avg.) and Big Dot Goals as indicated.
  Green indicates meeting goal/target; Red indicates not meeting goal/target;
  Yellow indicates within 5% of goal/target (not used patient and workforce harm)
- Preventable Serious Safety Events represent only deep incisional/organ space abd hyst/colon surgeries for SSI*, and excludes Oncology patients from CLABSI* and CAUTI*

* SSI - Surgical Site Infection; HAPI - Hospital Acquired Pressure Injury; CAUTI - Catheter Associated Urinary Tract Infection; CLABSI - Central Line Associated Blood Stream Infection; BBPE - Blood Born Pathogen Exposure; RN - Registered Nurse; PCT - Patient Care Technician

Growth (higher is better)

Six County Inpatient Market Share

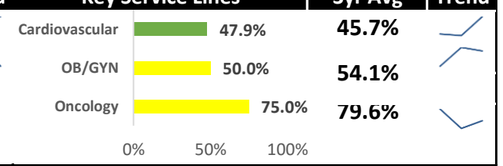
50.7% | CY24 Target 47.2% | Trend



Key Service Lines	3yr Avg	Trend
Cardiology	47.9%	
Obstetrics	61.6%	
Oncology	55.3%	

Six County Outpatient Surgery Market Share

52.5% | CY24 Target 50.6% | Trend



Key Service Lines	3yr Avg	Trend
Cardiovascular	45.7%	
OB/GYN	54.1%	
Oncology	79.6%	