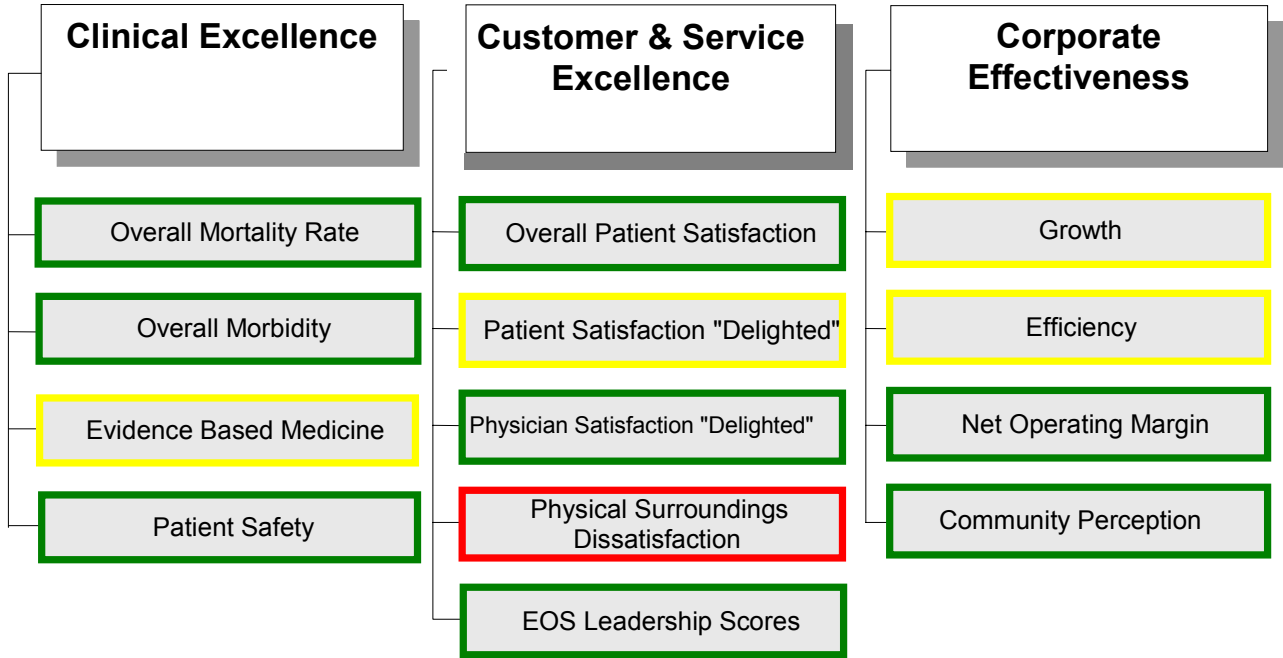


Hospital 2004 Scorecard



■ At or better than target

■ Outside of 5% of target

■ Within 5% of reaching target

2004 DASHBOARD INDICATORS

QUALITY

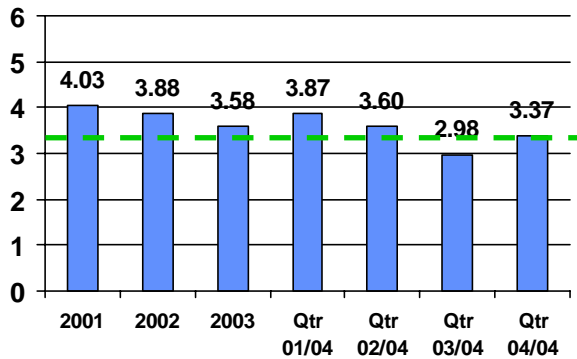
Safety – Patient Falls

Patient Falls per 1000 Patient Days By Year
(Quarterly Measurement Begins in 2004)

Falls per
1000 Pt Days

2004 Target: 3.4

2005 Target: 3.4

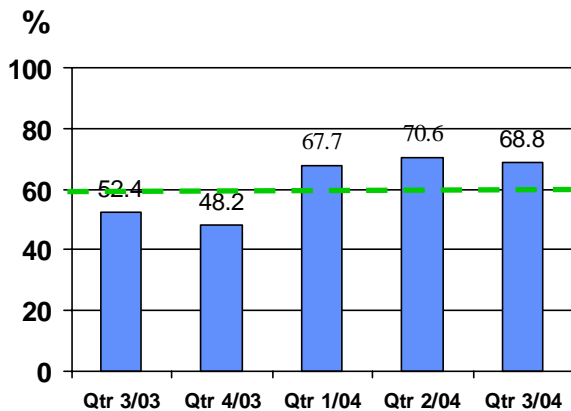


Congestive Heart Failure Discharge Instructions

Percentage of Patients Receiving Comprehensive Discharge Instructions

2004 Target: 60%

2005 Target: 72%



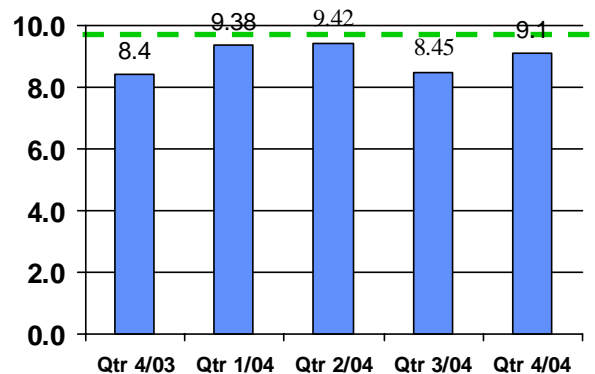
Safety – OSHA Reportable Incidents

Number of Work Related Incidences per 100 Full Time Equivalent (FTE) Employees*

2004 Target: <9.7

2005 Target: <9.7

Incidences
Per 100 FTE



* Target Derived from Department of Labor Statistics for Hospitals Nationwide

2004 DASHBOARD INDICATORS

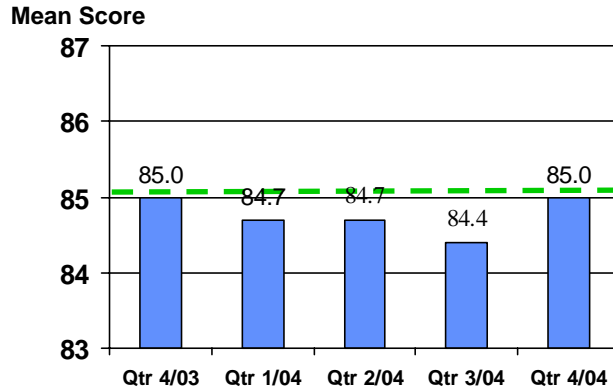
PATIENT SATISFACTION

Overall Hospital Inpatient Rating

Average Mean Score Based on "Overall Inpatient Facility Score"

2004 Target: 85.1

2005 Target: 85.1



EMPLOYEE ATTRITION

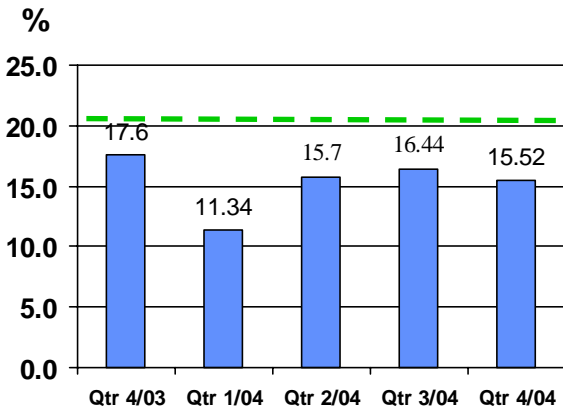
Attrition

Percent of Staff Attrition for All IHS Affiliates

(Excludes Inter-Affiliate Transfers and Graduates of Educational Programs)
National Average 2003*

2004 Target: <20.7

2005 Target: <20.7



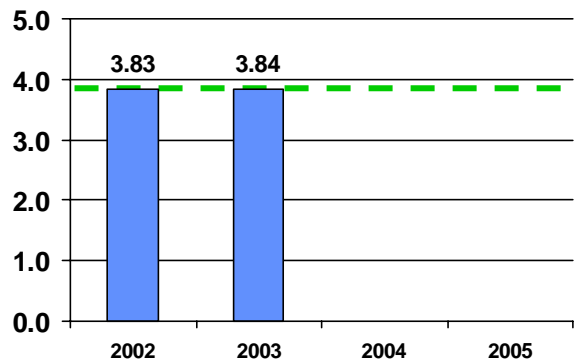
JOB SATISFACTION

Employee Satisfaction

Average Score from Annual Survey Question
"Overall, I am satisfied with my job"

2004 Target: 3.86

2005 Target:



* Target Derived from VHA, Inc. National Average

2004 DASHBOARD INDICATORS

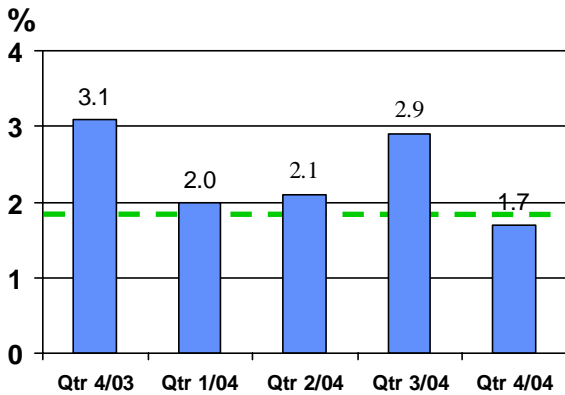
FINANCE

Operating Margin

Percent of Operating Revenues Minus Operating Expenses

2004 Target: 1.8%

2005 Target: 2.3%

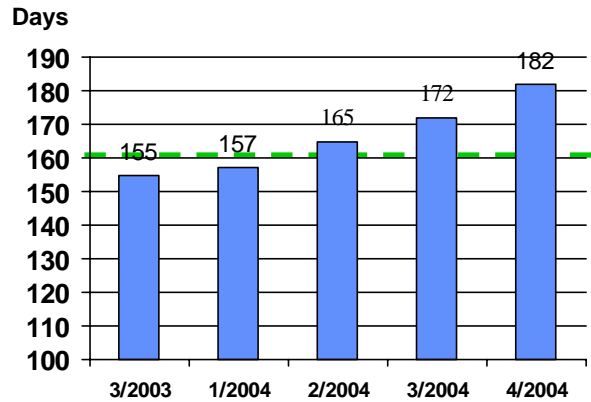


Days Cash on Hand

Number of Days Cash Based on Adjusted Expenses (excluding Depreciation) Per Day

2004 Target: 160 Days

2005 Target: 191 days

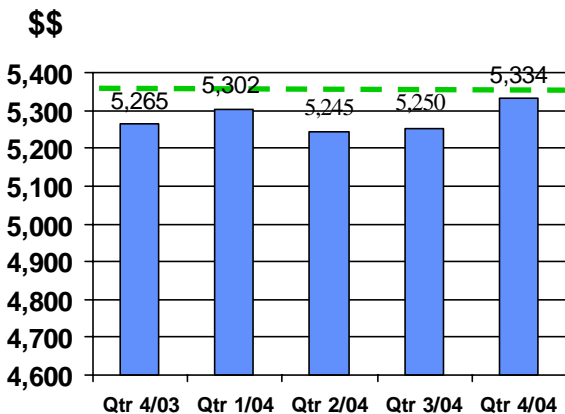


Cost Per Case

Average Cost per Case Based on Total Diagnostic Related Groups (DRGs)

2004 Target: \$5,355

2005 Target: \$5,530



Charity Care and Provision for Uncollectibles

The Amount of Care Provided for Which Affiliates Receive No Payment

2004 Target: \$38.2M

2005 Target: \$51.4M

