

Alameda County Medical Center Quality Report Card FY 2009

INDICATORS	BNCHMRK	FY '08	Q1	Q2	Q3	Q4	YTD
Mission and Culture							
Nurse Turnover		11.0%	15.6%	14.4%	8.2%	14.4%	13.3%
Employee Turnover		11.9%	16.4%	12.0%	8.7%	12.9%	12.5%
¹ Health Services Growth							
Adjusted Admissions	15,581	11,787	43,278	42,154	42,536	43,631	171,599
Surgeries – In/Out Pt.	4,322	4,409	1,218	1,287	1,351	1,429	5,285
Trauma Admissions	n/a	1,125	171	211	285	260	927
Outpatient Clinic Visits	277,108	244,533	64,175	68,188	64,345	69,860	266,568
Emergency Room Visits at HGH	76,089	78,100	20,474	21,627	21,275	20,581	83,967
Strategic Performance Indicators							
<i>Access</i>							
² Hours on ED Diversion			45 hrs	60 hrs	57.9 hrs	34.6 hrs	198 hrs
³ % Left Without Being Seen/ Treated (ED)	Reduce by 5%	8.7%	12.1%	10.8%	10.0%	14.3%	11.6%
<i>⁴Core Measures</i>							
Heart Attack, Received Aspirin at Arrival to ED	National Avg 97%	100%	100%	100%	100%	100%	100%
Beta Blocker given to Heart Attack Patients at Discharge	National Avg 96%	100%	100%	100%	100%	100%	100%
Pneumonia Patient Given Oxygenation Assessment	National Avg 99%	100%	100%	100%	100%	100%	100%
Heart Attack Patients Given Beta Blocker at Arrival	National Avg 93%	93%	100%	100%	100%	100%	100%
Heart Failure Pts Given ACE Inhibitor or ARB for (LVSD)	National Avg 95%	92%	97%	98%	100%	100%	100%
<i>Patient Safety</i>							
⁵ Patient Readmitted within 7 Days of Discharge	<5% of Admission Rate	4.6%	4.0%	5.0%	4.2%	4.1%	4.0%
⁶ % Patient Falls/1000 Patient Days	3.1%	2.7%	2.7%	3.2%	3.3%	3.4%	3.1%
⁷ Reported Adverse Drug Reactions per Patient Day	n/a	0.34%	0.29%	0.21%	0.42%	0.49%	0.36%

¹ Budget Targets for FY 2008

² Ambulance traffic not allowed to deliver patients to the Emergency Department

³ Patient registered in the Emergency Department but left before being seen by a Physician

⁴ Nationally recognized care practices to improve patient outcomes

⁵ Readmission within 7 days following a previous inpatient admission

⁶ Reported patient falls as a percent of 1000 patient days

⁷ Reported adverse drug reactions that received review by pharmacy