

Elmore Medical Center Quality Reporting

Elmore Medical Center (EMC) is dedicated to providing quality healthcare services that enhance the quality of life for the communities we serve. In the interest of promoting high-quality, patient centered care and accountability EMC is publicly reporting our quality measures for Acute Care Readmissions, Acute Care Transfers, Medication Errors, Unscheduled Emergency Room Returns, Emergency Room Transfers, and Unplanned Overnight Stays Following Ambulatory Surgery.

Quality can be measured in many ways. At EMC one way to measure quality is through the Rural Wisconsin Health Cooperative (RWHC) quality improvement indicators.

RWHC is a strong and innovative group of diversified rural hospitals. The RWHC quality indicators program was designed to assist rural hospitals in gathering quality data and providing comparative analysis of those quality measures to allow the rural hospitals the ability to easily identify areas of strong quality performance as well as opportunities for improvement. EMC compares data against other Critical Access Hospitals (CAH), which are hospitals that must be located in a rural area and are more than 35 miles from another hospital or 15 miles from another hospital if in mountainous terrain or areas with only secondary roads. These hospitals have 25 beds or less and provide emergency care, inpatient care, laboratory and radiology services.

Publicly reporting quality measures increases the transparency of hospital care, provides useful information for consumers choosing care and assists our staff in implementing quality improvement initiatives.

Quality Measures

Participation in this quality improvement program provides comparative data that allows Elmore Medical Center the ability to benchmark our performance to other health care facilities of similar size. EMC measures that are not better than or at the target are referred to the appropriate committee for review and action plans are developed to improve those measures.

Measures being reported through this program include:

Acute Care Readmissions: An admission to the same acute care (hospital) facility within 31 days of a previous inpatient discharge.

Acute Care Transfer: An Acute Care (hospital) Inpatient transferred to another care facility for the purpose of receiving a higher level of specialized care.

Medication Errors: Dispensing medications is a high volume activity with potential for errors defined as wrong patient, dose, time, route or medication.

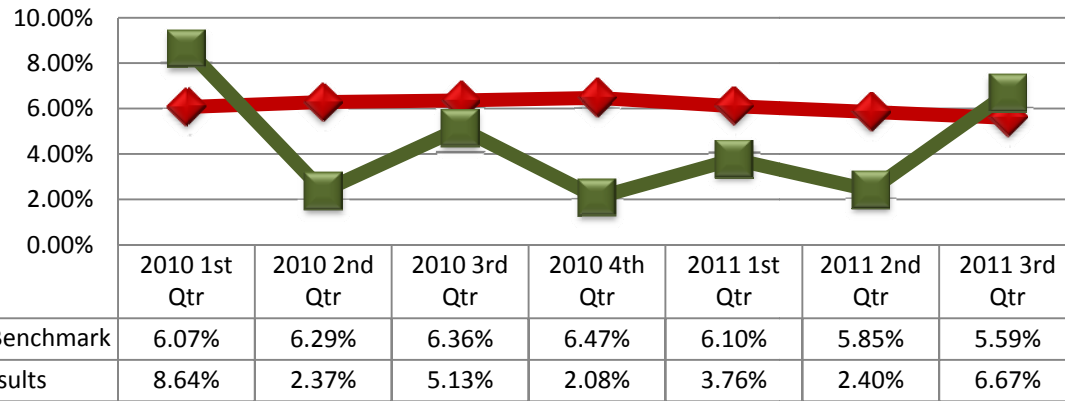
Emergency Room Transfers: Emergency patients transferred to another care facility for the purpose of receiving a higher level of specialized care.

Emergency Room Unscheduled Returns: Unscheduled returns, for the same chief complaint, to the Emergency department within 48 hours of the initial emergency room visit.

Unplanned Overnight Stays Following Ambulatory Surgery: Unplanned overnight hospital stays following surgery done as an outpatient procedure.

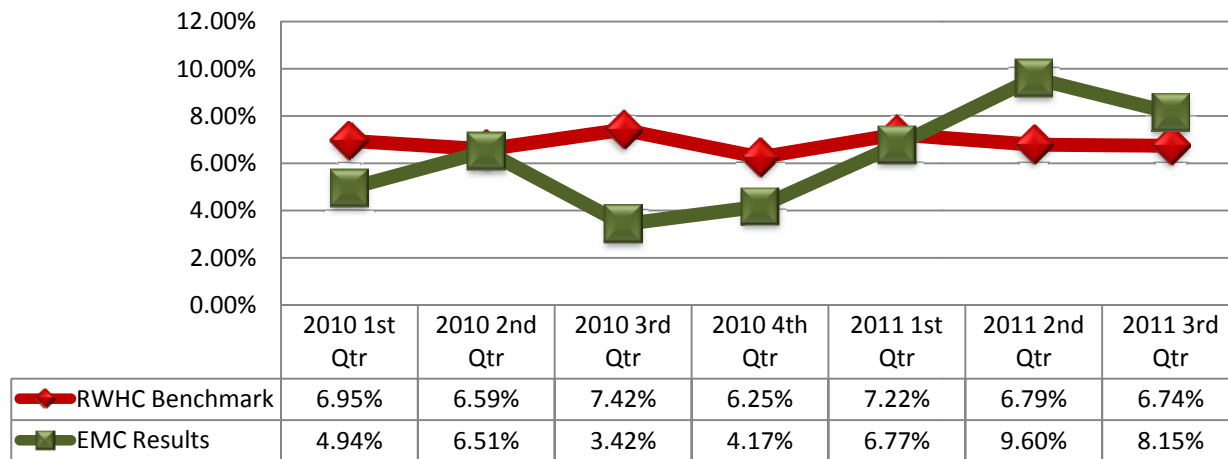
Acute Care Readmissions

(Target to be at or below benchmark)



Acute Care Transfers

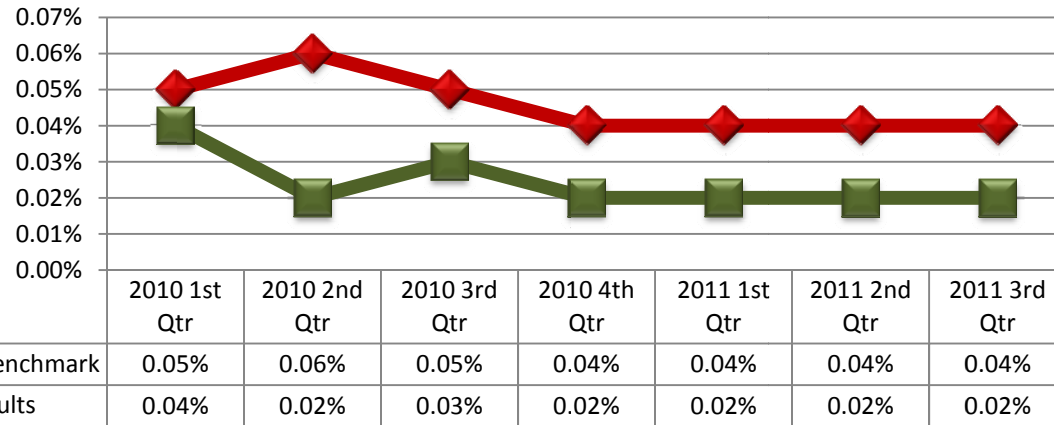
(Target to be at or below benchmark)



* Measures that do not meet targets are reviewed by the appropriate committee and performance improvement plan developed as needed

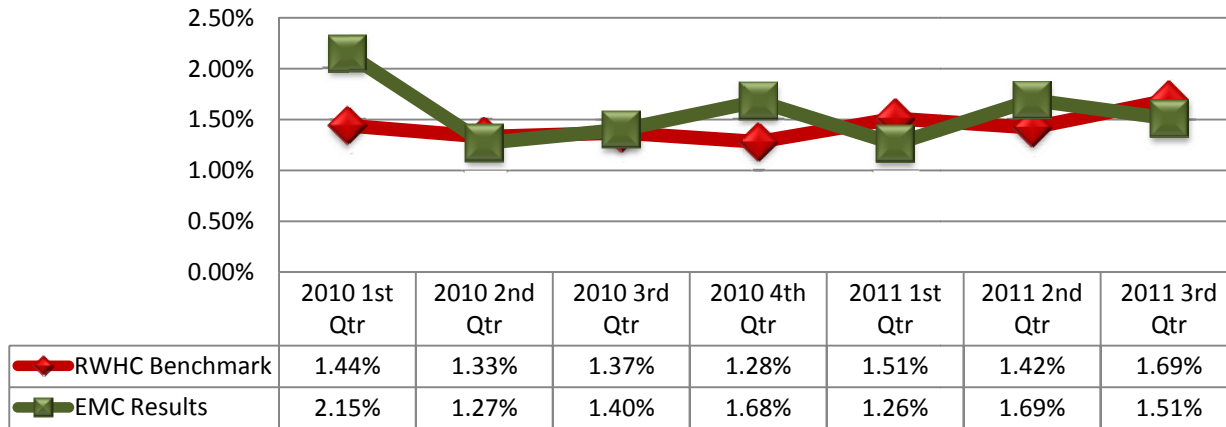
Medication Errors

(Target to be at or below benchmark)



Emergency Room Returns

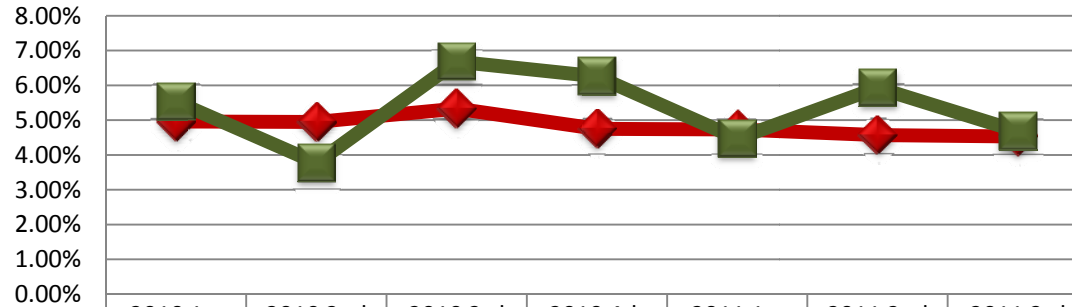
(Target to be at or below benchmark)



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Emergency Room Transfers

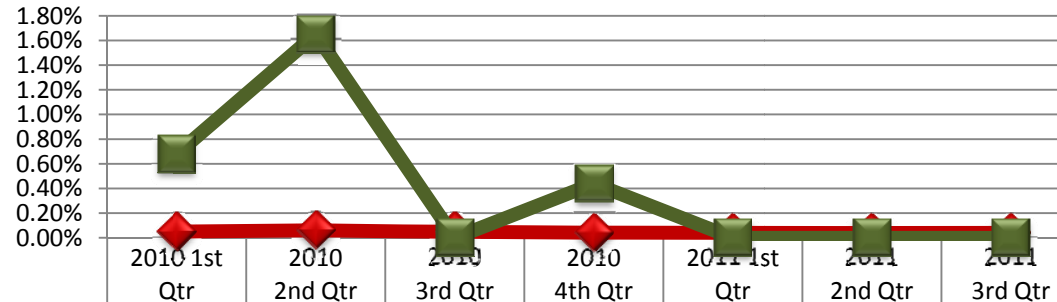
(Target to be at or below benchmark)



	2010 1st Qtr	2010 2nd Qtr	2010 3rd Qtr	2010 4th Qtr	2011 1st Qtr	2011 2nd Qtr	2011 3rd Qtr
RWHC Benchmark	4.96%	4.95%	5.33%	4.75%	4.73%	4.57%	4.53%
EMC Results	5.53%	3.77%	6.68%	6.26%	4.47%	5.93%	4.68%

Unplanned Overnight Stays Following Ambulatory Surgery

(Target to be at or below benchmark)



	2010 1st Qtr	2010 2nd Qtr	2010 3rd Qtr	2010 4th Qtr	2011 1st Qtr	2011 2nd Qtr	2011 3rd Qtr
RWHC Benchmark	0.05%	0.06%	0.05%	0.04%	0.04%	0.04%	0.04%
EMC Results	0.68%	1.65%	0.00%	0.44%	0.00%	0.00%	0.00%

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