

TAMPA GENERAL HOSPITAL
USF Quality Performance Indicators
October 2006 – September 2007

Scoring System:

Exceed: 5 points
 Met: 4 points
 Partial compliance: 3 points
 **Bonus: additional 2 points if a score
 of partial compliance or better achieved

	Goals	Benchmark	Current Data	Quarter	Quarter	Quarter
PATIENT SATISFACTION						
1. Overall physician satisfaction	Exceed: $\geq 88\%$ Met: 85-87% Partial compliance: 82-84%	85% (1)				
2. Would return to TGH	Exceed: $\geq 98\%$ Met: 96-97% Partial compliance: 92-95%	96% (1)				
PATIENT SAFETY						
**3. Use of approved abbreviations	Exceed: $\geq 93\%$ Met: 90-92% Partial compliance: 86-89%	90% (2)				
**4. Use of indication for PRN medications	Exceed: $\geq 93\%$ Met: 90-92% Partial compliance: 86-89%	90% (2)				
5. Central line infection rate per 1000 line days for ICU patients	Exceed: ≤ 4.0 Met: 4.1-4.4 Partial compliance: 4.5-4.8	4.4 (3)				
6. % of surgical patients receiving prophylactic antibiotic within one hour prior to surgical incision	Exceed: $\geq 93\%$ Met: 90-92% Partial compliance: 86-89%	90% (4)	76.7%			
7. % of surgical patients whose prophylactic antibiotic is discontinued within 24 hours of surgery end time	Exceed: $\geq 84\%$ Met: 81-83% Partial compliance: 80%	81% (4)	68.6%			
8. Rate of ventilator associated pneumonias in ICUs	Exceed: $\leq 6.9\%$ Met: 7.0-7.2 Partial compliance: 7.3-7.5	7.2 (3)				

	Goals	Benchmark	Current Data	Quarter	Quarter	Quarter
**9. Medication reconciliation admission sheet reviewed and signed by physician	Exceed: $\geq 93\%$ Met: 90-92% Partial compliance: 86-89%	90% (2)				
CLINICAL EFFECTIVENESS						
10. Compliance with community acquired pneumonia indicators – composite score of six measures	Exceed: $\geq 87\%$ Met: 84-86 Partial compliance: 80-83%	84% (4)	79%			
11. Compliance with acute myocardial infarction indicators – composite score of seven measures	Exceed: $\geq 96\%$ Met: 93-95% Partial compliance: 90-92%	93% (4)	87%			
12. Compliance with congestive heart failure indicators – composite score of four measures	Exceed: ≥ 91 Met: 88-90% Partial compliance: 85-87%	88% (4)	91%			
13. Neonatal mortality rate	Exceed: ≤ 0.79 Met: 0.8-0.94 Partial compliance: 0.95-1.2	0.94 (2)	.07%			
OPERATIONAL EFFICIENCY						
**14. % of patients discharged before 1100 hours	Exceed: $\geq 93\%$ Met: 20-22% Partial compliance: 17-19%	20% (1)				
**15. Number of USF faculty with delinquent medical records	Exceed: ≤ 69 Met: 70-72 Partial compliance: 73-75	70 (1)	86			
**16. % of patients undergoing procedures whose medical records documents use of the universal protocol	Exceed: $\geq 93\%$ Met: 90-92% Partial compliance: 86-89%	90% (2)				
17. % of Genesis/Specialty Clinic cancellations by USF physicians that meet one week notification deadline	Exceed: $\geq 93\%$ Met: 90-92% Partial compliance: 86-89%	90% (1)				
DISEASE SPECIFIC CERTIFICATIONS AND CENTERS OF EXCELLENCE	Exceed: Add new certification(s) Met: maintain current certifications					
18. Bariatric Surgery Program Certification and Center of Excellence Designation						
19. Sleep Program Certification and Center of Excellence Designation						
20. Burn Center Certification and Center of Excellence Designation						
21. Trauma Center Disease Specific Certification						

	Goals	Benchmark	Current Data	Quarter	Quarter	Quarter
22. Epilepsy Program Disease Specific Certification						
23. Digestive Disease Program Disease Specific Certification						
24. Stroke Program Disease Specific Certification						
PRESENTATIONS, PUBLICATIONS AND RESEARCH						
25. % of medical directors presenting papers, writing articles printed in peer reviewed journals, or publishing research that recognizes TGH in the context of the paper, article or research	Exceed: $\geq 50\%$ 5 Met: 45-49% Partial compliance: 40-44%	45% (1)				

Key to Benchmarks:

1. Internal benchmark
2. Joint Commission on Accreditation of healthcare Organizations
3. National Nosocomial Infection Surveillance System (CDC)
4. Council of Teaching Hospitals (75th percentile)