

QUALITY REPORT CARD

HEART FAILURE					
	Mississippi Average	National Average	National Top 10%	FGH Jan-March 2010	
Percent of Heart Failure Patients Given Discharge Instructions	71%	79%	100%	93%	FGH is Performing BETTER than both the MS and the National Averages
Percent of Heart Failure Patients Given an Evaluation of Left Ventricular Systolic (LVS) Function	85%	90%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of Heart Failure Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)	83%	90%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of Heart Failure Patients Given Smoking Cessation Advice/Counseling	87%	93%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide

Heart Failure Improvement by the Numbers:

- Forrest General's 30-day readmission rate has improved over the last two years, decreasing from 30% in 2007, to 26% in 2008, followed by a rate of 25% in 2009.
- Forrest General's 30-day mortality rate has also improved, from 16% between July 2005 and June 2008, to 12% between July 2008 and June 2009. The rate continued to improve to a rate of 10% between July 2009 and December 2009.
- Forrest General's four core measures (best practices) for Heart Failure are all currently better than the US and Mississippi national averages. On three of the four measures, Forrest General is performing in the Top 10% of hospitals in the U.S.

What we're doing to improve the quality of life for Heart Failure patients:

- Forrest General formed a Heart Failure Task Force in 2009 made up of physicians, nurses, pharmacists, social workers, dietitians and other caregivers to monitor the hospital's progress and continually implement changes that improve care.
- Forrest General opened an outpatient Heart Failure Clinic in 2010 that offers medication management, education and support to decrease heart failure patients' symptoms and improve their quality of life.
- Forrest General's Heart Failure nurse assesses heart failure patients while in the hospital, working with them to provide education and arrange for services once they return home.
- Forrest General's LiveWell Center offers a specialized six-week exercise program free of charge for heart failure patients.
- Forrest General Home Care offers special in-home vital sign monitoring technology by a Home Health nurse specialized in the treatment of Heart Failure. Compassionate end-of-life care is also available for heart failure patients through Forrest General Hospice.

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HEART ATTACK

	Mississippi Average	National Average	National Top 10%	FGH Jan-March 2010	
Percent of Heart Attack Patients Given Aspirin at Arrival	90%	95%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of Heart Attack Patients Given Aspirin at Discharge	90%	94%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of Heart Attack Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)	90%	92%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of Heart Attack Patients Given Smoking Cessation Advice/Counseling	99%	96%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of Heart Attack Patients Given Beta Blocker at Discharge	86%	94%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of Heart Attack Patients Given PCI Within 90 Minutes Of Arrival	80%	82%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide

Heart Attack Improvement by the Numbers:

- The American College of Cardiology/ American Heart Association strongly recommends that for patients experiencing a heart attack, a life-saving trip may be to a hospital prepared to quickly open the blocked artery. This is often referred to as "balloon angioplasty" or "door-to-balloon" time.
- The goal of this procedure is to restore blood flow to the heart within 90 minutes of arrival to the hospital. Forrest General accomplished this goal on 100% of our patients in 2009 and thus far in 2010. The MS state average was only 80% and the national average was 82%.

What we're doing to improve the quality of care for Heart Attack patients:

- Forrest General successfully reached our goal for "door-to-balloon" time by decreasing the number of steps required for getting a heart attack patient from the Emergency Room to the Cardiac Cath Lab as quickly as possible.
- Following a national trend among the nation's top hospitals, Forrest General's Emergency Room physicians activate the Cardiac Cath Lab team instead of waiting for the cardiologist to arrive and activate the team. This step saves valuable minutes.
- Forrest General participates in the American College of Cardiology National Data Registry for patients receiving diagnostic cardiac catheterization and balloon angioplasty. Information from bench marking with hospitals nationwide is used to improve patient outcomes such as mortality.
- Forrest General also participates in the Society of Thoracic Surgeons' National Database for patients undergoing heart bypass surgery. Comparing our performance to other hospitals nationwide allows us to continually improve our cardiovascular surgery program.
- Forrest General was chosen as one of approximately 50 facilities to participate in the ASCERT study sponsored by the American College of Cardiology and the American College of Thoracic Surgery comparing outcomes between balloon angioplasty and coronary bypass surgery.

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PNEUMONIA

	Mississippi Average	National Average	National Top 10%	FGH Jan-March 2010	
Percent of Pneumonia Patients Assessed and Given Pneumococcal Vaccination	82%	87%	100%	98%	FGH is Performing BETTER than both the MS and the National Averages
Percent of Pneumonia Patients Whose Initial Emergency Room Blood Culture Was Performed Prior To The Administration Of The First Hospital Dose Of Antibiotics	90%	92%	100%	98%	FGH is Performing BETTER than both the MS and the National Averages
Percent of Pneumonia Patients Given Smoking Cessation Advice/Counseling	88%	91%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of Pneumonia Patients Given Initial Antibiotic(s) within 6 Hours After Arrival	93%	94%	100%	95%	FGH is Performing BETTER than both the MS and the National Averages
Percent of Pneumonia Patients Given the Most Appropriate Initial Antibiotic(s)	83%	89%	99%	98%	FGH is Performing BETTER than both the MS and the National Averages
Percent of Pneumonia Patients Assessed and Given Influenza Vaccination	79%	85%	100%	99%	FGH is Performing BETTER than both the MS and the National Averages

Pneumonia Improvement by the Numbers:

- Forrest General is performing **BETTER** than the state and national averages on **ALL** of its 6 core measures (best practices).

What we're doing to improve the quality of care for Pneumonia patients:

- Forrest General Emergency Room physicians make the diagnosis and treatment of patients with pneumonia "a top priority." Initial treatment including performing a Chest x-ray and lab work and giving antibiotics is begun immediately.
- Our physicians, case managers and social workers examine each patient's needs at discharge to make the most appropriate plans for care at home. These plans may include referral to a Home Care agency if needed.
- Forrest General exceeds both the state and national averages in giving pneumococcal and influenza vaccinations. All eligible patients diagnosed with Pneumonia are screened and offered the vaccines while still in the hospital.

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SURGICAL CARE IMPROVEMENT PROJECT

	Mississippi Average	National Average	National Top 10%	FGH Jan-March 2010	
Percent of surgery patients who were given an antibiotic at the right time (within one hour before surgery) to help prevent infection	92%	92%	100%	99%	FGH is Performing BETTER than both the MS and the National Averages
Percent of surgery patients who were given the right kind of antibiotic to help prevent infection	93%	95%	100%	99%	FGH is Performing BETTER than both the MS and the National Averages
Percent of surgery patients whose preventive antibiotics were stopped at the right time (within 24 hours after surgery)	88%	90%	99%	96%	FGH is Performing BETTER than both the MS and the National Averages
Percent of surgery patients who were taking heart drugs called beta blockers before coming to the hospital, who were kept on the beta blockers during the period just before and after their surgery	85%	87%	100%	95%	FGH is Performing BETTER than both the MS and the National Averages
Percent of all heart surgery patients whose blood sugar (blood glucose) is kept under good control in the days right after surgery	89%	91%	99%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of surgery patients needing hair removed from the surgical area before surgery, who had hair removed using a safer method (electric clippers or hair removal cream – not a razor)	97%	98%	100%	100%	FGH is Performing in the Top 10% of Hospitals Nationwide
Percent of surgery patients whose doctors ordered treatments to prevent blood clots after certain types of surgeries	81%	88%	100%	93%	FGH is Performing BETTER than both the MS and the National Averages
Percent of patients who got treatment at the right time (within 24 hours before or after their surgery) to help prevent blood clots after certain types of surgery	78%	87%	100%	93%	FGH is Performing BETTER than both the MS and the National Averages

Surgical Care Improvement Project (SCIP) by the Numbers:

- Forrest General performs **BETTER** than the US and Mississippi national averages on **ALL** eight core measures (best practices) for surgical patients. On two of the eight measures, Forrest General is performing in the Top 10%.
- Forrest General's OB/GYN surgeons were 100% compliant on all eight core measures (best practices) for the entire year of 2009.
- Forrest General has embraced the concept of zero tolerance for non-compliance with measures proven to prevent hospital-associated infections in our commitment to providing world-class care for our patients.

What we're doing to improve the quality of care for our surgical patients:

- Forrest General formed a Surgical Care Improvement Project (SCIP) Team in 2008 made up of physicians, nurses, pharmacists, and nursing managers that meets regularly to monitor and improve the quality of care for surgical patients.
- Forrest General's surgeons and anesthesiologists have taken leadership roles in assuring that best practices are carried out.
- Forrest General employs a dedicated RN to work with our surgical and anesthesia staff to review the care of patients daily and assure that best surgical practices are carried out.
- Forrest General uses a specially recommended skin cleanser to prep the patient's skin for surgery. Patients are actively involved in cleaning the site where their incision will be made before surgery begins.
- Patients who carry certain risk factors for developing MRSA (staph) are tested prior to surgery and treated with medicine to prevent MRSA (staph) if their test is positive.
- Forrest General's staff updated our teaching materials for surgical patients to give them instructions and guidance in what they can do at home to prevent infections.

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SURVEY OF PATIENTS ABOUT THEIR HOSPITAL EXPERIENCES (HCAHPS)

	Mississippi Average	National Average	FGH April-June 2010	
Percent of patients who reported YES , they would definitely recommend the hospital.	67%	68%	78%	FGH is Performing BETTER than both the MS and the National Averages
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	66%	66%	73%	FGH is Performing BETTER than both the MS and the National Averages
Percent of patients who reported that their nurses "Always" communicated well.	78%	75%	78%	FGH is Performing BETTER than the National Average and Equal to the MS Average
Percent of patients who reported that their doctors "Always" communicated well.	85%	80%	80%	FGH is Performing Equal to the National Average
Percent of patients who reported that they "Always" received help as soon as they wanted.	66%	63%	64%	FGH is Performing BETTER than the National Average
Percent of patients who reported that their pain was "Always" well controlled.	71%	69%	71%	FGH is Performing equal to the MS average and BETTER than the National Average
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.	61%	59%	50%	FGH is working to Improve this Indicator
Percent of patients who reported that their room and bathroom were "Always" clean.	71%	70%	62%	FGH is working to Improve this Indicator
Percent of patients who reported that the area around their room was "Always" quiet at night.	70%	57%	65%	FGH is Performing BETTER than the National Average
Percent of patients at each hospital who reported that YES , they were given information about what to do during their recovery at home.	78%	81%	86%	FGH is Performing BETTER than both the MS and the National Averages