

Desired Performance	Target Measures	Baseline	Ballad Health	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.36	0.20
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.05	0.02
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.05	0.02
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.23	0.11
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	1.43	0.74
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	1.58	0.61
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	4.14	2.83
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	3.06	1.47
↓	PSI 13 Postoperative Sepsis Rate	3.58	3.99	2.92
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	1.29	1.40
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.09	0.12
↑	SMB: Sepsis Management Bundle	56.9%	62.9%	59.2%
↓	CLABSI	0.711	0.782	0.911
↓	CAUTI	0.558	0.821	0.594
↓	SSI COLON Surgical Site Infection	2.13	3.70	2.96
↓	SSI HYST Surgical Site Infection	0.71	3.37	0.64
↓	MRSA	0.047	0.051	0.053
↓	CDIFF	0.671	0.110	0.197
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	76.8	77.2
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	77.2	77.2
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	59.6	59.4
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	85.9	84.9
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	47.6	48.3
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	24.1%	24.2%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	18.0%	18.9%
↓	Sepsis In House Mortality	10.7%	8.5%	9.3%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.2%	2.7%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	4.5%	4.6%
↓	Left without being seen	0.83%	0.83%	0.61%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	151.8	153.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	432.0	433.0

Desired Performance	Target Measures	Baseline	Johnson City Medical Center		Holstor Medica
			FY24	FYTD25	FY24
↓	PSI 3 Pressure Ulcer Rate	1.07	0.55	0.45	0.20
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.14	0.07	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.05	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.23	0.14	0.14
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	1.01	0.58	0.71
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	1.16	0.90	4.12
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	3.15	4.79	6.44
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	2.69	1.96	3.34
↓	PSI 13 Postoperative Sepsis Rate	3.58	4.82	4.50	4.29
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	3.61	1.75	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00	0.50
↑	SMB: Sepsis Management Bundle	56.9%	40.5%	39.7%	42.3%
↓	CLABSI	0.711	0.618	1.487	1.296
↓	CAUTI	0.558	1.357	0.823	1.294
↓	SSI COLON Surgical Site Infection	2.13	7.87	1.59	5.94
↓	SSI HYST Surgical Site Infection	0.71	2.63	1.85	8.00
↓	MRSA	0.047	0.065	0.072	0.087
↓	CDIFF	0.671	0.089	0.243	0.186
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	71.4	72.9	74.7
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	71.4	72.9	77.5
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	52.6	55.9	58.5
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	82.6	83.6	86.8
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	40.4	43.8	46.5
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	27.0%	28.8%	22.7%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	17.5%	19.2%	17.9%
↓	Sepsis In House Mortality	10.7%	13.8%	16.5%	11.9%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.7%	4.2%	3.9%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	6.1%	8.7%	5.7%
↓	Left without being seen	0.83%	0.76%	0.60%	0.42%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	209.0	192.5	216.8
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	617.5	547.0	553.1

Desired Performance	Target Measures	Baseline	Valley Center	Bristol Regional Medical Center	
			FYTD25	FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.15	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.21	0.30	0.10
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	0.97	0.49	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	1.07	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	2.18	7.40	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	1.27	2.74	0.68
↓	PSI 13 Postoperative Sepsis Rate	3.58	2.22	3.07	0.00
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	3.60	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00	0.62
↑	SMB: Sepsis Management Bundle	56.9%	47.5%	61.0%	48.6%
↓	CLABSI	0.711	0.313	0.240	1.457
↓	CAUTI	0.558	0.903	0.712	0.419
↓	SSI COLON Surgical Site Infection	2.13	0.00	2.65	1.12
↓	SSI HYST Surgical Site Infection	0.71	0.00	2.70	0.00
↓	MRSA	0.047	0.058	0.042	0.058
↓	CDIFF	0.671	0.269	0.152	0.213
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	75.9	76.8	76.2
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	76.6	76.2	74.2
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	57.8	62.2	60.0
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	84.4	87.5	84.1
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	45.6	48.8	47.1
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	21.4%	25.4%	22.8%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	19.8%	19.5%	20.3%
↓	Sepsis In House Mortality	10.7%	11.8%	8.8%	10.2%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.8%	2.5%	1.9%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	5.6%	6.0%	4.9%
↓	Left without being seen	0.83%	0.39%	1.08%	1.11%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	213.0	193.0	197.5
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	518.0	379.3	355.0

Desired Performance	Target Measures	Baseline	Johnston Memorial Hospital		Franklin Communit
			FY24	FYTD25	FY24
↓	PSI 3 Pressure Ulcer Rate	1.07	1.10	0.00	0.32
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.18	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00	0.18
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.18	0.00	0.54
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	3.60	0.00	3.23
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	0.00	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	4.51	1.53	3.03
↓	PSI 13 Postoperative Sepsis Rate	3.58	0.00	0.00	2.15
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	66.4%	69.4%	65.1%
↓	CLABSI	0.711	1.730	0.997	0.968
↓	CAUTI	0.558	0.235	0.664	0.448
↓	SSI COLON Surgical Site Infection	2.13	1.11	1.89	2.03
↓	SSI HYST Surgical Site Infection	0.71	0.00	0.00	0.00
↓	MRSA	0.047	0.034	0.000	0.036
↓	CDIFF	0.671	0.035	0.103	0.081
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	75.2	78.2	82.9
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	79.0	79.9	80.6
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	57.7	60.4	64.7
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	86.6	85.2	88.8
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	47.6	49.9	56.4
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	22.6%	22.3%	18.9%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	18.0%	18.8%	16.2%
↓	Sepsis In House Mortality	10.7%	10.1%	10.7%	2.5%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	3.3%	2.5%	3.6%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	5.0%	4.2%	2.7%
↓	Left without being seen	0.83%	1.65%	0.79%	1.06%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	212.8	204.5	187.8
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	409.5	378.0	624.8

Desired Performance	Target Measures	Baseline	Woods	Indian Path	
			City Hospital	Community Hospital	Community Hospital
			FYTD25	FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	2.67	0.00	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	5.63	0.00	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	1.23	4.88	0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58	6.08	0.00	0.00
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	2.92	9.35	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	68.8%	75.6%	76.2%
↓	CLABSI	0.711	0.000	0.000	0.000
↓	CAUTI	0.558	0.000	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13	4.32	0.00	10.00
↓	SSI HYST Surgical Site Infection	0.71	0.00	0.00	0.00
↓	MRSA	0.047	0.000	0.000	0.000
↓	CDIFF	0.671	0.057	0.000	0.000
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	81.5	79.3	83.1
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	81.4	81.1	85.5
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	62.3	61.1	64.2
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	87.4	84.8	87.5
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	59.1	50.1	55.9
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	16.9%	12.5%	21.1%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	20.2%	16.3%	17.2%
↓	Sepsis In House Mortality	10.7%	2.9%	0.5%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	2.9%	0.0%	0.0%
↓	Left without being seen	0.83%	0.85%	0.34%	0.38%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	177.5	152.8	147.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	1063.0	433.0	455.0

Desired Performance	Target Measures	Baseline	Norton Community Hospital		Greer Community
			FY24	FYTD25	FY24
↓	PSI 3 Pressure Ulcer Rate	1.07	0.62	0.00	0.72
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.47	0.45
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	0.00	0.00	5.15
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	0.00	5.78
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	3.01	0.00	4.84
↓	PSI 13 Postoperative Sepsis Rate	3.58	0.00	0.00	6.71
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	64.2%	67.7%	58.1%
↓	CLABSI	0.711	0.000	0.000	1.021
↓	CAUTI	0.558	0.000	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13	2.86	4.55	4.38
↓	SSI HYST Surgical Site Infection	0.71	0.00	0.00	0.00
↓	MRSA	0.047	0.000	0.000	0.000
↓	CDIFF	0.671	0.087	0.000	0.048
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	77.6	77.2	78.9
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	78.0	77.3	77.1
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	59.9	58.6	63.2
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	82.8	84.3	87.7
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	49.0	45.4	45.9
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	25.2%	31.8%	25.4%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.8%	18.9%	18.9%
↓	Sepsis In House Mortality	10.7%	4.1%	5.6%	5.8%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	2.4%	2.4%	3.4%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	3.1%	4.2%	3.0%
↓	Left without being seen	0.83%	0.86%	0.25%	0.92%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	150.7	159.0	163.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	612.3	375.0	633.9

Desired Performance	Target Measures	Baseline	Seville City Hospital	Smyth County Community Hospital	
			FYTD25	FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	1.01	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.87	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	2.05	0.00	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00	0.00
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	0.00	0.00
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	3.80	0.00	0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58	0.00	0.00	0.00
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	50.7%	86.2%	76.7%
↓	CLABSI	0.711	0.000	0.000	0.000
↓	CAUTI	0.558	0.000	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13	0.00		0.00
↓	SSI HYST Surgical Site Infection	0.71	0.00		
↓	MRSA	0.047	0.135	0.000	0.000
↓	CDIFF	0.671	0.069	0.000	0.000
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	79.2	78.2	80.7
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	80.5	79.7	83.0
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	57.8	60.4	61.3
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	82.5	84.0	87.6
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	46.6	47.9	48.9
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	18.0%	15.4%	18.2%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	20.1%	16.6%	14.6%
↓	Sepsis In House Mortality	10.7%	4.1%	4.6%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	2.5%	5.5%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	2.5%	2.3%	1.0%
↓	Left without being seen	0.83%	0.61%	1.02%	0.40%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	161.0	144.0	139.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	492.5	658.0	301.5

Desired Performance	Target Measures	Baseline	Sycamore Shoals Hospital		Loneson Hos
			FY24	FYTD25	FY24
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.49	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	2.78	0.00	0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	0.00	0.00	
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	0.00	0.00	
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	0.00	0.00	0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58	7.35	0.00	
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	0.00	0.00	0.00
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00	0.00
↑	SMB: Sepsis Management Bundle	56.9%	60.8%	64.3%	63.3%
↓	CLABSI	0.711	0.000	0.000	0.000
↓	CAUTI	0.558	0.000	1.795	0.000
↓	SSI COLON Surgical Site Infection	2.13	6.67	13.04	
↓	SSI HYST Surgical Site Infection	0.71	15.38	0.00	
↓	MRSA	0.047	0.000	0.000	0.000
↓	CDIFF	0.671	0.000	0.237	0.000
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	76.4	82.5	82.4
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	79.5	83.5	79.9
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	58.7	62.9	61.5
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	80.8	89.4	91.0
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	43.9	50.5	47.7
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	17.5%	23.7%	12.0%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	21.0%	13.8%	17.6%
↓	Sepsis In House Mortality	10.7%	3.0%	3.8%	1.9%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	1.9%	1.4%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	2.5%	3.7%	1.9%
↓	Left without being seen	0.83%	1.25%	0.43%	0.61%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	173.2	162.0	134.6
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	621.5	544.0	322.1

Desired Performance	Target Measures	Baseline	me Pine pital
			FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59	
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76	
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24	
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31	
↓	PSI 13 Postoperative Sepsis Rate	3.58	
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83	
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	
↑	SMB: Sepsis Management Bundle	56.9%	70.0%
↓	CLABSI	0.711	0.000
↓	CAUTI	0.558	0.000
↓	SSI COLON Surgical Site Infection	2.13	
↓	SSI HYST Surgical Site Infection	0.71	
↓	MRSA	0.047	0.000
↓	CDIFF	0.671	0.000
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	90.5
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	80.7
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	76.4
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	82.4
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	49.4
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	33.3%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	26.9%
↓	Sepsis In House Mortality	10.7%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.0%
↓	Left without being seen	0.83%	0.22%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	122.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	246.0

Desired Performance	Target Measures	Baseline	Hawkins County Memorial Hospital		Russell Hos
			FY24	FYTD25	FY24
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59			
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76			
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24			
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31			
↓	PSI 13 Postoperative Sepsis Rate	3.58			
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83			
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18			0.00
↑	SMB: Sepsis Management Bundle	56.9%	75.7%	78.9%	76.9%
↓	CLABSI	0.711	0.000	0.000	0.000
↓	CAUTI	0.558	0.000	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13			
↓	SSI HYST Surgical Site Infection	0.71			
↓	MRSA	0.047	0.000	0.000	0.000
↓	CDIFF	0.671	0.000	1.079	0.000
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	88.3	85.4	84.2
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	85.6	80.4	79.9
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	80.8	81.2	62.9
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	86.5	83.9	87.7
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	52.4	54.8	44.9
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	29.6%	11.8%	34.0%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	5.5%	7.7%	23.6%
↓	Sepsis In House Mortality	10.7%	5.4%	2.8%	0.5%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%	2.1%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	1.8%	2.8%	0.7%
↓	Left without being seen	0.83%	0.21%	0.21%	1.14%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	105.6	111.0	124.1
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	240.1	251.0	213.2

Desired Performance	Target Measures	Baseline	County Hospital	Unicoi County Hospital	
			FYTD25	FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59			
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76			
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24			
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31			
↓	PSI 13 Postoperative Sepsis Rate	3.58			
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83			
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18	0.00	0.00	
↑	SMB: Sepsis Management Bundle	56.9%	60.5%	71.7%	50.0%
↓	CLABSI	0.711	0.000	0.000	0.000
↓	CAUTI	0.558	0.000	0.000	0.000
↓	SSI COLON Surgical Site Infection	2.13			
↓	SSI HYST Surgical Site Infection	0.71			
↓	MRSA	0.047	0.000	0.000	0.000
↓	CDIFF	0.671	0.000	0.487	0.000
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	79.8	83.7	74.1
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	76.4	81.5	77.3
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	62.3	68.4	60.9
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	82.4	89.7	95.0
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	60.2	53.8	48.1
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	43.2%	17.9%	50.0%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	22.5%	20.2%	9.5%
↓	Sepsis In House Mortality	10.7%	4.4%	1.5%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	2.7%	2.2%	0.0%
↓	Left without being seen	0.83%	0.82%	0.41%	0.64%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	113.0	137.9	155.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	214.0	648.7	1310.0

Desired Performance	Target Measures	Baseline	Lee County Community Hospital		Dicke
					Communit
			FY24	FYTD25	FY24
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59			
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76			
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24			
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31			
↓	PSI 13 Postoperative Sepsis Rate	3.58			
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83			
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18			
↑	SMB: Sepsis Management Bundle	56.9%	71.0%	66.7%	
↓	CLABSI	0.711			
↓	CAUTI	0.558			
↓	SSI COLON Surgical Site Infection	2.13			
↓	SSI HYST Surgical Site Infection	0.71			
↓	MRSA	0.047			
↓	CDIFF	0.671			
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	89.7	91.0	72.2
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	85.3	87.6	38.9
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	71.7	74.4	50.0
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	80.3	88.0	75.0
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	57.2	62.4	40.0
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	12.5%	12.5%	
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.0%	13.9%	0.0%
↓	Sepsis In House Mortality	10.7%	3.2%	2.6%	
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	0.0%	
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.0%	0.0%	0.0%
↓	Left without being seen	0.83%	0.29%	0.58%	0.43%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	109.0	116.0	110.5
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	318.1	245.0	161.0

Desired Performance	Target Measures	Baseline	Person Hospital	Hancock County Hospital	
			FYTD25	FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59			
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76			
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24			
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31			
↓	PSI 13 Postoperative Sepsis Rate	3.58			
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83			
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18			
↑	SMB: Sepsis Management Bundle	56.9%	50.0%	85.7%	80.0%
↓	CLABSI	0.711			
↓	CAUTI	0.558			
↓	SSI COLON Surgical Site Infection	2.13			
↓	SSI HYST Surgical Site Infection	0.71			
↓	MRSA	0.047			
↓	CDIFF	0.671			
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	77.8	84.1	95.8
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	82.2	83.3	95.4
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	50.0	42.5	95.0
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	83.3	92.9	96.4
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	66.7	70.9	68.7
↓	READM30HF Heart Failure 30day readmissions rate	27.7%		0.0%	0.0%
↓	READM30PN Pneumonia 30day readmission rate	17.9%	0.0%	0.0%	8.3%
↓	Sepsis In House Mortality	10.7%	0.0%	5.0%	0.0%
↓	MORT30HF Heart failure 30day mortality rate	3.0%		0.0%	0.0%
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.0%	9.1%	0.0%
↓	Left without being seen	0.83%	0.61%	0.14%	0.09%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	106.5	126.9	114.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00		212.0	171.0

Desired Performance	Target Measures	Baseline	Johnson County Community Hospital	
			FY24	FYTD25
↓	PSI 3 Pressure Ulcer Rate	1.07	0.00	0.00
↓	PSI 6 Iatrogenic Pneumothorax Rate	0.25	0.00	0.00
↓	PSI 8a In Hospital Fall with Hip Fracture Rate	0.06	0.00	0.00
↓	PSI 8b In Hospital Fall with Other Fracture Rate		0.00	0.00
↓	PSI 9 Postoperative Hemorrhage or Hematoma Rate	1.59		0.00
↓	PSI 10 Postoperative Acute Kidney Injury Requiring Dialysis Rate	0.76		
↓	PSI 11 Postoperative Respiratory Failure Rate	9.24		
↓	PSI 12 Perioperative Pulmonary Embolism or Deep Vein Thrombosis Rate	3.31		0.00
↓	PSI 13 Postoperative Sepsis Rate	3.58		
↓	PSI 14 Postoperative Wound Dehiscence Rate	0.83		
↓	PSI 15 Unrecognized Abdominopelvic Accidental Puncture/Laceration Rate	1.18		
↑	SMB: Sepsis Management Bundle	56.9%		100.0%
↓	CLABSI	0.711		
↓	CAUTI	0.558		
↓	SSI COLON Surgical Site Infection	2.13		
↓	SSI HYST Surgical Site Infection	0.71		
↓	MRSA	0.047		
↓	CDIFF	0.671		
↑	HCOMP1A P Patients who reported that their nurses "Always" communicated well	84.6	88.9	66.7
↑	HCOMP2A P Patients who reported that their doctors "Always" communicated well	83.3	66.7	61.1
↑	HCOMP5A P Patients who reported that staff "Always" explained about medicines before giving it to them	71.0	40.0	83.3
↑	HCOMP6Y P Patients who reported that YES, they were given information about what to do during their recovery at home	87.7	45.0	75.0
↑	HCOMP7SA Patients who "Strongly Agree" they understood their care when they left the hospital	54.6	27.2	22.2
↓	READM30HF Heart Failure 30day readmissions rate	27.7%	0.0%	
↓	READM30PN Pneumonia 30day readmission rate	17.9%	16.7%	0.0%
↓	Sepsis In House Mortality	10.7%	0.0%	16.7%
↓	MORT30HF Heart failure 30day mortality rate	3.0%	0.0%	
↓	MORT30PN Pneumonia 30day mortality rate	5.0%	0.0%	0.0%
↓	Left without being seen	0.83%	0.86%	0.89%
↓	Median Time from ED Arrival to Departure for Outpatients (18b)	126.00	136.7	127.0
↓	Median Time from ED Arrival to Transport for Admitted Patients (ED1)	223.00	770.0	