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MEASUREWELL™ DASHBOARD MEASURES

The MeasureWellTM dashboard is comprised of the categories listed below. ***It is strongly recommended that you select a limited number of criteria in each category, focusing on the areas most important for your organization and community. This will allow board members to focus on high-level information, rather than management details; and on those criteria most important to the organization’s success.***

**Finance**

* Operating Margin
* Days of Cash on Hand
* Days in Accounts Receivable (Days in A/R)
* Self-Pay Receivable as a Percent of Accounts Receivable (Self-Pay Receivable as a % of A/R)
* Debt Service Coverage
* Cash to Debt Ratio
* Case Mix Index (indicates the severity of illness of patient population served)
* Hospital Bond Rating
* Debt Related to Specific Upgrade or Construction Project (Project Debt)
* Capital Expenditures as a Percentage of Annual Depreciation
* Labor Costs as a Percentage of Total Operating Revenue
* Supplies as a Percentage of Total Operating Revenue
* Community Benefit: Charity Care as a Percentage of Net Revenue
* Community Benefit: Community Benefits as a Percentage of Net Revenue

**Payment Structures**

* Percentage of Uninsured/Self-Pay Payments
* Percentage of Medicare Payments
* Percentage of Medicaid Payments
* Percentage of Commercial/Third Party Payments
* Percentage of Payment At-Risk
* Money Accrued through Participation in Medicare Shared Savings Program (Money Accrued Through MSSP)

**Operations and Patient Care**

* Percentage of Occupied Beds
* Average Daily Census
* Average Length of Stay
* Emergency Room Visits
* Outpatient Visits
* Outpatient Surgeries
* Endoscopies
* Radiology Visits
* Laboratory Visits
* Other Outpatient Measurements
* Number of ACO Covered Lives OR Managed Care Lives
* Market Share Percentage

**Quality and Patient Safety**

* Safety Across the Board (high-level measure that summarizes all the components selected below, calculated by the hospital internally)
* Star Rating: Hospital Compare Quality (out of 5)
* Patient Falls (rate per 1,000 patient days or number per quarter)
* Patient Fall-Related Injury Rates (rate or number per quarter)
* Adverse Events (number per time period, i.e., number that occurred in one quarter)
* Medication Adverse Events (number per time period, i.e., number that occurred in one quarter)
* Readmissions and Deaths
  + Deaths from Sepsis (number)
  + Readmissions All-Cause (annual, percentile)
  + Chronic Obstructive Pulmonary Disease (COPD) 30-Day Readmission (annual, percentile)
  + Chronic Obstructive Pulmonary Disease (COPD) Mortality (annual, percentile)
  + Heart Attack (HA) 30-Day Readmission (annual, percentile)
  + Heart Attack (HA) Mortality (annual, percentile)
  + Heart Failure (HF) 30-Day Readmission (annual, percentile)
  + Heart Failure (HF) Mortality (annual, percentile)
  + Pneumonia (PN) 30-Day Readmission (annual, percentile)
  + Pneumonia (PN) Mortality (annual, percentile)
  + Stroke 30-Day Readmission (annual, percentile)
  + Stroke Mortality (annual, percentile)
  + Coronary Artery Bypass Graft (CABG) 30-Day Readmission (annual, percentile)
  + Coronary Artery Bypass Graft (CABG) Mortality (annual, percentile)
  + Hip/Knee surgery30-Day Readmission (annual, percentile)
* Complications
  + Complications for Hip/Knee Replacement (percentile)
  + Serious Complications (uses Standardized Infection Ratio (SIR), lower is better – 0 means none)
  + Deaths Among Patients with Serious Complications (#/1,000 discharges)
  + Ventilator-Associated Pneumonia (VAP) (#/1,000 ventilator days)
  + Central-Line Associated Bloodstream Infections (CLABSI) (Uses Standardized Infection Ratio (SIR), lower is better – 0 means none)
  + Catheter-Associated Urinary Tract Infections (CAUTI) (Uses Standardized Infection Ratio (SIR), lower is better – 0 means none)
  + Surgical Site Infections from Colon Surgery (SSI: Colon) (Uses Standardized Infection Ratio (SIR), lower is better – 0 means none)
  + Surgical Site Infections from Abdominal Hysterectomy (SSI: Hysterectomy) (Uses Standardized Infection Ratio (SIR), lower is better – 0 means none)
  + MRSA Bloodstream Infections (Uses Standardized Infection Ratio (SIR), lower is better – 0 means none)
  + C. Diff. Intestinal Infections (Uses Standardized Infection Ratio (SIR), lower is better – 0 means none)
* Hand Hygiene Compliance
* Cesarean Rate for Low Risk, First Birth Women (NTSV) (percent)
* Broad Spectrum Antibiotic Use (percent of inpatients)
* Opioid Use (percent)
* Emergency Department Measure (such as ED wait times, ED diversion hours, ED left without being seen)
* Outpatient Measures (relevant measures determined by each organization)

**Patient Satisfaction and Experience**

* Star Rating: Hospital Compare Patient Survey (HCAHPS) (out of 5)
* Star Rating: Google Reviews (out of 5)
* Star Rating: Yelp Reviews (out of 5)
* Inpatient HCAHPS – Composite Score (percentile)
* Inpatient HCAHPS - Patients Who Gave their Hospital a Rating of 9 or 10 on a Scale from 0 (lowest) to 10 (highest) (percentile)
* Inpatient HCAHPS – Patients Who Would Recommend the Hospital (percentile)
* Internal Patient Satisfaction Survey Results
* Other Internal Measures

**Workforce and Workplace**

* Physician Satisfaction Scores
* Employee Satisfaction Scores
* Employee Injuries (rate or number per quarter)
* Registered Nurses Approaching Retirement Age (percentile)
* Employed Physicians Approaching Retirement Age (percentile)
* Other Workforce Approaching Retirement Age (percentile)
* Turnover Rates
  + - Total Turnover Rate
    - RN Turnover Rate
    - Employed Medical Staff Turnover Rate
    - Other employee Turnover Rate
* Vacancy Rates
  + - Total Vacancy Rate
    - RN Vacancy Rate
    - Employed Medical Staff Vacancy Rate
    - Other Employee Vacancy Rate
* Voluntary Attrition Rates
  + - Total Voluntary Attrition Rate
    - RN Voluntary Attrition Rate
    - Employed Medical Staff Voluntary Attrition Rate
    - Other Employee Voluntary Attrition Rate
* Salary Expense per Adjusted Patient Days
* FTE per Adjusted Patient Days
* FTE per Average Daily Census
* Employee Benefits Percentage
* Medical Malpractice Claims (open)
* Workplace Citations or Corrective Actions Outstanding (OSHA, Joint Commission, etc.)

**Community Health**

* Uninsured (percent of residents)
* Annual Health Cost per Resident
* Access to Primary Care Provider (percent of residents)
* Survey Reports of “Fair” or “Poor” Health (percentile)
* Diabetes Rate
* Adult Obesity Rate
* Childhood Obesity Rate
* Adult Asthma Rate
* Childhood Asthma Rate
* Childhood Vaccination Rate
* Tobacco Use Rate
* Substance Abuse: Adolescents Using Alcohol or Illicit Drugs
* Substance Abuse: Adults Reporting Binge Drinking
* High School Graduation Rates
* Mental Health: Suicide rates
* Mental Health: Adolescents with Major Depressive Episodes
* Infant deaths (per 1,000 live births)
* Dental Care: Percent of Residents with Access to Dentist in the Past Year
* Key Measurements Identified in Community Health Needs Assessment