

Quality Matters

09-01-20

Data from August 2020

Falls

Inpatient Falls:

xx patient

Outpatient Falls:

xx patients

Service Recovery

0 event

Patient Grievances

Xx events


Patient Satisfaction

Outpatient Services:

Top Box 94% 

Rank 31st 

Inpatient:

Top Box 95% 

Rank 99th 

Ambulatory Surgery:

Top Box 94% 

Rank 16th 

Emergency Department:

Top Box 86% 

Rank 34th 

Variance Reports

Patient Related: xx events

General: xx events

Medication Events: xx events

(Category A: 1 events;; Category B: 0 event; Category C: 5 events; Category D: 1 event).

Definitions

Category A: has capacity to cause error but didn't

Category B: An error occurred but did not reach the patient.

Category C: An error occurred that reached the patient and did not cause the patient harm.

Category D: An error occurred that reached the patient and required monitoring.

Employee Related: xx events

Non-patient Related: xx events