

- Mercy's care for acute myocardial infarction patients is outstanding when compared to state and national averages. Better results mean better long-term outcomes for patients.

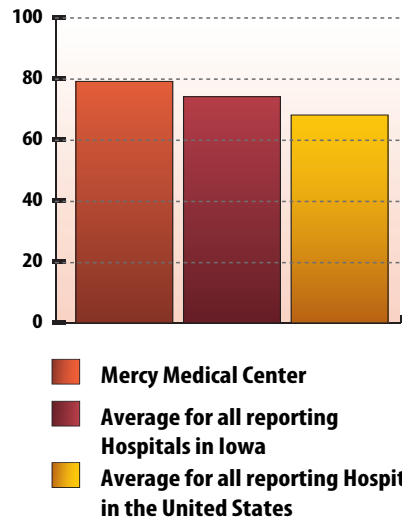
**IMPROVING CARE THROUGH INFORMATION:  
HOSPITAL INPATIENT CLINICAL PROCESSES PERFORMANCE**  
For Patients Discharged from First Quarter 2011 through Fourth Quarter 2011

Hospital Quality Measures	Mercy Performance Aggregate Rate for All Four Quarters	State Average	National Average
<b>Acute Myocardial Infarction (AMI)</b>			
Aspirin at Arrival	100%	99%	99%
Aspirin prescribed at discharge	100%	99%	99%
ACEI or ARB for LVSD	100%	97%	97%
Adult Smoking Cessation Advice/Counseling	100%	100%	100%
Beta-Blocker Prescribed at Discharge	99%	99%	99%
Primary PCI Received Within 90 Minutes of Hospital Arrival	100%	94%	94%
Statin Prescribed at Discharge	100%	96%	97%
<b>Heart Failure</b>			
Discharge Instructions	81%	89%	92%
Evaluation of LVS Function	100%	96%	99%
ACEI or ARB for LVSD	100%	95%	96%
Adult Smoking Cessation Advice/Counseling	90%	97%	99%
<b>Pneumonia (PN)</b>			
Pneumococcal Vaccination	98%	94%	95%
Blood Cultures Performed in the Emergency Department Prior to Initial Antibiotic received in the Hospital	98%	98%	97%
Adult Smoking Cessation Advice/Counseling	93%	96%	98%
Initial Antibiotic Received within 6 Hours of Hospital Arrival	97%	97%	95%
Initial Antibiotic Selection for Cap in Immunocompetent Patient	97%	93%	95%
Influenza Vaccination	94%	91%	93%
Prophylactic Antibiotic Received With 1 Hour Prior to Surgical Incision	97%	98%	98%
Prophylactic Antibiotic Selection for Surgical Patients	100%	99%	98%
Prophylactic Antibiotics Discontinued within 24 Hours After Surgery End Time	100%	96%	97%
<b>Surgical Care Improvement Project (SCIP)</b>			
Surgery Patients with Appropriate Hair Removal	100%	100%	100%
Urinary Catheter Removed on Postoperative Day 1 (POD 1) or Postoperative Day 2 (POD 2) with Day of Surgery Being Day Zero	95%	94%	94%
Surgery Patients with Perioperative Temperature Management	100%	100%	100%
Surgery Patients on Beta-Blocker Therapy Prior to Arrival Who Received a Beta-Blocker During the Perioperative Period	95%	96%	96%
Surgery Patients with Recommended Venous Thromboembolism Prophylaxis Ordered	99%	97%	98%
Surgery Patients Who Received Appropriate Thromboembolism Prophylaxis Within 24 Hours Prior to Surgery to 24 Hours After Surgery	98%	96%	97%

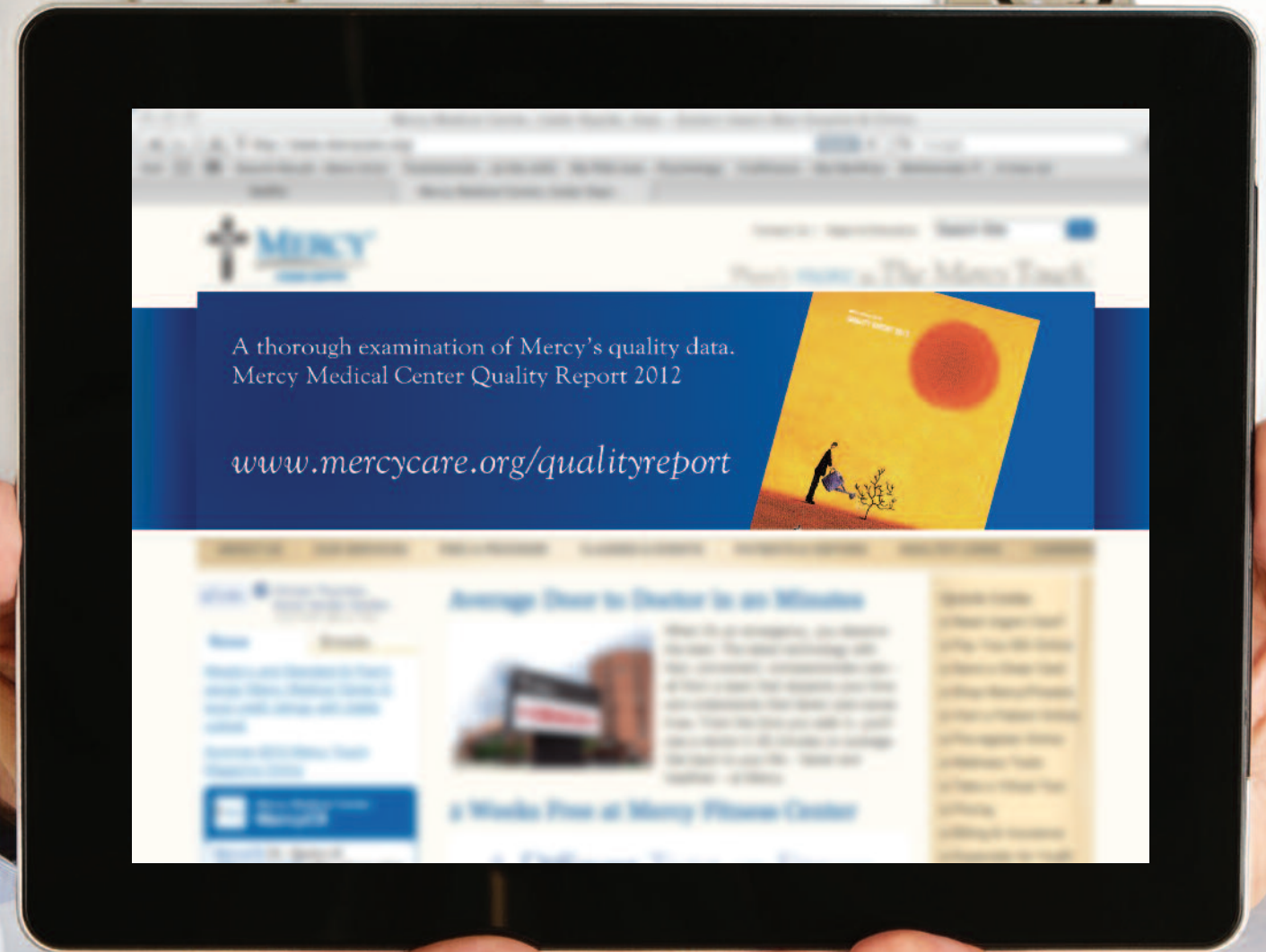
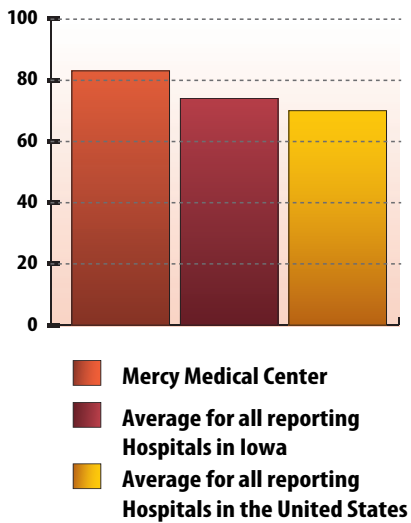
- Patient care results are featured on Hospital Compare, a consumer-oriented website ([www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)) that provides information on how well hospitals provide recommended care to their patients.

**HIGH PATIENT SATISFACTION REFLECTED IN OUR RATINGS**

**PATIENTS WHO GAVE THEIR HOSPITAL A RATING OF 9 OR 10\***



**PATIENTS WHO REPORTED YES, THEY WOULD DEFINITELY RECOMMEND THE HOSPITAL**



Visit [www.mercycare.org/qualityreport](http://www.mercycare.org/qualityreport)