

June 10, 2015

Elizabeth Dudek
AHCA
2727 Mahan Dr, Mail Stop 1
Tallahassee, FL 32308

Dear Ms. Dudek:

RE: Commission on Healthcare and Hospital
Funding letter from May 23, 2015

Please find below our responses to the questions as referenced in the above noted correspondence:

- 1. The methods utilized by the hospital to measure quality and outcomes; how results are utilized to promote continued quality improvement; and how outcomes are reported to patients and the community.**

The conceptual framework utilized by Bert Fish Medical Center to measure quality and outcomes are identified by three dimensions: 1) structure, 2) process, and 3) outcome. Structural quality is obtained through organizational accreditation, such as Planetree, Joint Commission on the Accreditation of Healthcare Organizations (TJC), Primary Stroke Certification, American College of Radiology (ACR), American College of Surgeons Commission on Cancer (ACS), and Agency for Health Care Administration (AHCA).

Bert Fish Medical Center uses process measures to evaluate the effectiveness of patient-centered care and outcomes. These methods include following the recommendations of evidence base practice guidelines, professional standards, patterns of cost, utilization, quality processes among providers to establish standards, participation in national and state quality and safety initiatives, as well as evaluating the patient experience. The patient experience is measured by inpatient rounding, patient satisfaction surveys, and quarterly focus groups. In 2011, Bert Fish implemented a Patient Advisory Council (PAC). An internal quality improvement council that tracks and trends data elements, chart audits, patient safety guidelines, policies, and procedures. This facility utilizes the PDCA model for the performance improvement activities. This model seeks to facilitate ordered thought and processes to the organizational performance improvement initiatives. The model is broken out into four categories: Plan, Do, Check and Act.

The third dimension of measuring quality is outcome. Bert Fish Medical Center assesses the quality of care delivered by evaluating the intended or unintended

outcomes. Outcome data is utilized in quality improvement initiatives, process improvement, and safety programs. Patients and the community may view Bert Fish Medical Center's outcome data in many different ways. It is displayed visually in high traffic areas within the hospital, reported during public hospital board meetings, and publically reported on numerous websites such as:

<http://www.medicare.gov/hospitalcompare/search.html> as well as <http://www.google.com/url?url=http://www.qualitycheck.org/pdfgen.aspx%3Fhcoid%3D6865%26x%3Dpdfcert%26yr%3D2014&rct=j&frm=1&q=&esrc=s&sa=U&ei=iuJxVa6lAoWDsAWW4YGQBw&ved=0CDYQFjAH&usg=AFQjCNHuMYADJf1DZUEHhDARXaIXoFa65w>.

2. The salaries and compensation to the hospital's executive team over the past ten years.

2005 - N/A

2006 - \$ 718,216

2007 - \$ 971,820

2008 - \$1,139,882

2009 - \$1,194,952

2010 - \$1,564,118

2011 - \$ 559,773

2012 - \$ 759,526

2013 - \$ 766,264

2014 - \$ 755,478

Sincerely,



Steve Harrell

Chief Executive Officer

Bert Fish Medical Center Inc.

