

UF Health-Jacksonville

- 1) Potentially Preventable Readmission Rate: 6.766835%: Percentage of readmissions that are potentially preventable depending on the quality of care

Potentially Preventable Readmission (PPRs) identify return hospitalizations that may have resulted from the process of care and treatment (readmission for a surgical wound infection) or lack of post admission follow-up (prescription not filled) rather than unrelated events that occur post admission.

- 2) Serious Complications Rate (Infection/Injury): 1.23 (index of 1 is average rate of serious complications across all hospitals)

A complication that results when a patient is admitted to a hospital for one medical problem and develops a serious injury or infection that may result in death. These events can be prevented if hospitals follow best practices for treatment.

- 3) Hospital Consumer of Healthcare Providers and Systems (CAHPS) Five Star Patient Satisfaction Survey: 2 Stars

The scale is 1-5 with 1 being the worst patient experience and 5 being the best. Enables consumers to more quickly assess patient experience of care information that is provided.

- 4) Patient Cost Per Procedure- The state does not currently collect data to determine actual payments between insurers and hospitals. The construction or establishment of multi-payer claims data base would help to bring transparency to this issue

- 5) Detailed timely Billing- The state does not currently collect data to determine actual payments between insurers and hospitals. The construction or establishment of multi-payer claims data base would help to bring transparency to this issue

- 6) Emergency Room Wait Time for Diagnostic Evaluation: 58 minutes
The amount of time it takes to see a qualified medical professional and receive a diagnostic evaluation.

- 7) Physician/Nursing Quality- Quality is measured in part by patient satisfaction surveys and through the submission of adverse incident reports as defined in s. 395.0197, F. S. Hospitals are required to submit incident reports related to events that have resulted in death or serious injury within 15 calendar days. Additionally, each hospital is required to submit an annual Adverse Incident Report to the AHCA. These reports are not made available to the public pursuant to s. 119.07 (1), F.S., except in disciplinary proceedings.

Additional Information for UF Health-Jacksonville:
CY 2013

Overall Profitability (Total Margin): -\$6,648,923 (-1.3%)

Number of Admissions: 23,365

Case Mix: 1.71

Average Length of Stay: 5.8 days

Number of Emergency Department Visits: 78,268

Cost per Patient: \$11,987

Number of FTE Physician Residents: 251.66