

Our Vision and Measures of Success

Our Vision

To rank among the top 10 percent of comparable U.S. hospitals for quality and patient satisfaction.

Measures of Success: 2010	
<i>External Recognition/ National Ranking</i>	<ul style="list-style-type: none">▪ Favorable performance compared to the Solucient Top 100 Hospitals▪ 90th percentile ratings on PressGaney patient satisfaction measures▪ 90th percentile ratings on CMS core measures
<i>Volume</i>	<ul style="list-style-type: none">▪ Growth of 800 inpatient discharges▪ 5% overall outpatient volume growth
<i>Financial Performance</i>	<ul style="list-style-type: none">▪ 3% operating margin
<i>Public Opinion Survey</i>	<ul style="list-style-type: none">▪ Named by 85% of respondents as Best Quality Hospital in region (#1 or #2 Rating)▪ Highest percentage, of all rated local hospitals, of positive ratings by past users of the hospital