

# 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.*

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