

CHANGES AT SHANNON HEALTH SINCE 1999

EXCEPTIONAL SERVICE

- | | 2000 | 2005 |
|--------------|-----------------------------|-----------------------------|
| • Outpatient | 1 st percentile | 98 th percentile |
| • Inpatient | 69 th percentile | 99 th percentile |
| • ED | 3 rd percentile | 99 th percentile |
| • Ambulatory | 11 th percentile | 99 th percentile |
| • Rehab | | 99 th percentile |
| • SNF | | 99 th percentile |
- Past Press Ganey National Compass Award winner for most improvement in the Emergency Department and OP services.

EXCEPTIONAL PEOPLE

- Total Turnover Rate 2000 = 32% RN Turnover Rate 2000 = 25%
- Total Turnover Rate 2005 = 19% RN Turnover Rate 2005 = 9.9%
- Replaced all nurse travelers with permanent staff
- Contract labor cost dropped from 2.7 million in 2000 to 700,000 in 2005

Rate in the top 5% of all corporations in job satisfaction (HR Solutions) for past three years. In 2004 Shannon had the 3rd highest overall job satisfaction for all corporations measured by HR Solutions

EXCEPTIONAL OPERATIONS

May 1999 began putting our team together and that year we lost 2 million dollars. From 2000 through 2004 we had operating income of 35.6 million dollars.

MALPRACTICE

- During past five years reduced malpractice claims from 17 to 0.
- First three years we had accruals of 5.8 million dollars.
- Last two years – 1 million dollars.
- No malpractice claims pending nor any notice of any pending suits.

EXCEPTIONAL CARE

- JCAHO 2 exemplary surveys
- CARF REHAB exemplary survey
- JCAHO SNF exemplary survey
- 3rd highest performer of VHA hospitals on pneumonia protocol
- Top 10% nationally for AMI Indicators
- Top 10% nationally for CHF indicators