Encourage more time outside. It is when an individual doesn't get enough sleep, sleeps at the wrong time, or experiences sleep deprivation.

- Anxiety
- Depression/suicide/risk-taking behavior
- Controlling your emotions
- Making sound decisions

While both have connections to health, wellness is more focused on the absence of disease. Here are simple things you can do at work to enhance your life.

**Physical:**
- Foods high in vitamins, minerals, and antioxidants
- Cutting out processed foods has a profound impact on your energy, and help reduce inflammation throughout the body.
- Snack on fruits and veggies rather than candy
- Bring a 16 oz. bottle of water to try and refill 3x/day
- Walk during your lunch break
- Take the stairs instead of the elevator
- Disinfect your keyboard, mouse and phone regularly

**Emotional:**
- Learn your signals
- What are your triggers? Are they related to stress, hunger, or fullness? (leptin vs. ghrelin)

**Social:**
- Six hours of social time is recommended per day. This can be challenging at work, but it is important to find ways to squeeze in social breaks.

**Financial:**
- Not all stress is the same. "Money stress" is very different from "work stress."

**Guideline:**
- The National Institutes of Health has found a link between upbeat mental expression for happiness and a healthy brain.
- Having control over your finances is a key component in overall wellbeing. It allows you to feel freedom over your day-to-day and month-to-month finances.

**Reality Check:**
- Do I hate purchases from others?
- Do I pay my bills late or ignore them all together?
- Are my checking and savings accounts overdrawn?

**Try adapting these long-term strategies over the next five years:**
- Not all stress is the same. "Money stress" is very different from "work stress."
- Not all stress is the same. "Money stress" is very different from "work stress."

**Money Tips:**
- Be sure to eat right, get plenty of sleep, stay hydrated and engage in exercise or talking things out with your friends.

**Finance Tips:**
- Pay less
- Save
- Grow
- Invest
- Build your credit
- Reduce feelings of anxiety and depression
- Allow time for self-care and self-reflection
- Focus on what is important to you, not others.

**Find Healthy Ways to Manage Stress:**
- Consider stress-reducing activities such as exercise or talking things out with your friends.
- Find a healthy outlet for your stress.

**Learn About Social Connection:**
- A study showed that lack of social connection is a greater determinant to health than obesity, smoking and high blood pressure!

**The Good News:**
- Volunteering and connection create a sense of purpose and connection.
- Keeping pace and being able to share more experiences is important for emotional well-being. It is the very thing that connects us.

**The bad news:**
- Months go by without the ability for a person to participate in meaningful activities. This is what leads to depression.
- Asking for help and reaching out to a support group is important, even if they do not feel that they can.

**Fact:**
- The share of American’s who report experiencing Social Isolation has increased to 82% since 2009.

**Sources:**
- Harvard Health Blog
- National Institutes of Health
- APA
- Stanford University’s Center for Compassion and Altruism Research and Education
- University of Michigan
- NCBI
- Smart About Money
- Love, Money, and Mindset
- HC21 Business Coalition
- Building a Value-Based Market
- Contracting Networks Payment Benefit Design
- www.HC21.org

**WELLBEING THE SAME AS EARNINGS:**

**WELLBEING:**
- How a Whole You Affects Your Whole Life
- Quit Smoking
- Financial Literacy
- Read
- Gym
- Diet
- SLEEP

**WELLBEING:**
- How a Whole You Affects Your Whole Life
**WELLBEING ISN’T THE SAME AS WELLNESS**

While both have connections to health, wellness is more focused on core physical health and disease prevention.

**WELLBEING** is focused on **ALL** aspects of one’s overall health:
- Physical
- Emotional
- Social
- Financial

**WELLBEING** is more to physical wellbeing than just being active. It’s the absence of disease, but providing your body with the nutrients it needs can also help maintain your health.

Did you know that not getting enough sleep can cause major issues in both your physical and mental health? If you are sleep deficient you may have trouble with:
- Controlling your emotions
- Higher chances of anxiety, depression, and irritability
- Higher rates of weight gain and obesity
- Lower rates of anxiety and depression
- Stronger gene expression

**MYTH 1:** Stress is the same for everyone.
**REALITY CHECK:** Stress is not just the absence of disease. It is the effect of the body’s response to challenging or threatening circumstances.

**MYTH 2:** Only major symptoms call for attention.
**REALITY CHECK:** Minor symptoms are early warnings that things are getting out of hand and need to be addressed in a timely manner.

**MYTH 3:** Stress is the same for everyone.
**REALITY CHECK:** Stress is not just the same for everyone. The share of American who report experiencing at least one stress symptom in the last month is 92%.

**PHYSICAL WELBEING**

**WHAT IS SLEEP DEPRIVATION?**

It is when an individual doesn’t get enough sleep, sleep at the wrong time of day or doesn’t sleep well.

- Lower your blood pressure
- Aid in managing stress and anxiety
- Allow you to feel refreshed
- Enhance your mood and self-image
- Prevents you from being trapped in an unhappy situation

**WHAT IS THE NUTRIENT YOU NEED TO EAT TO MANAGE STRESS?**

- Protein
- Omega-3 fatty acids
- Magnesium
- Vitamin D

**WHAT ARE THE SIGNS OF A STRESS SYMPTOM?**

- Lack of energy
- Difficulty concentrating
- Headaches
- Rapid heartbeat

**WHAT CAN I DO TO IMPROVE MY WELBEING IN THE WORKPLACE?**

- Promote a positive outlook
- Encourage more time outside
- Aid in managing stress and anxiety

**CONFIDENTIALITY**

The share of American who report experiencing at least one stress symptom in the last month is 92%.

**FINANCIAL WELBEING**

- **CONSUMER GUIDE**
- **FINANCIAL WELLBEING**
- **EMOTIONAL WELLBEING**

- **SOCIAL WELLBEING**

- **PHYSICAL WELLBEING**

**SOURCE:** American Heart Association
**PHYSICAL WELLBEING**

- Lower your blood pressure
- Be making stress and anxiety
- Allow more rest
- Manage more time outside
- Prevent a positive outlook and self-esteem


did you know there is more to physical wellbeing than just physical activity?

Physical wellbeing includes not only staying active, but also nutrition, sleep and healthy choices.

**FOOD FEUES YOUR BRAIN...**

- Your brain functions at its best when it is getting the proper fuel.
- Cutting and processed foods have a profound effect on your overall wellbeing.
- Foods high in vitamins, minerals, and antioxidants reward your brain, improve your mood, give you energy, and help reduce inflammation throughout your body.

**WHAT IS SLEEP DEPRIVATION?**

It is when an individual doesn't get enough sleep, sleep at the wrong time of day, or doesn’t sleep well.

- Higher stress levels
- Decrease in energy
- Depression in mood
- Lower levels of hormones that make you feel hungry

**HOW DO I MANAGE STRESS?**

Identify Your Sources

- What are your triggers? Are they related to family, health, financial decisions, work, nutrition, or lifestyle?

Learn Your Signals

- Do you haveoulations, feel tired or angry, get headaches or lack energy?

Find Healthy Ways to Manage

- Consider engaging in activities such as exercise, talking things out with a family member or friend.

**EMOTIONAL WELLBEING**

Our everyday lives can be busy, overwhelming, and overconnected. As a result, stress rises.

**A FEW MYTHS ABOUT STRESS**

**MYTH 1:** Stress is the same for everyone.

Stress is all about our perception of events.

**MYTH 2:** If there are no symptoms then there is no stress.

Symptoms include emotional, physical, and behavioral changes.

**MYTH 3:** Only major symptoms call for attention.

Small signs of stress are important.

**HOW DO I MANAGE STRESS?**

- Identify Your Sources
- Learn Your Signals
- Find Healthy Ways to Manage

**POSITIVE THINKING HAS POSITIVE EFFECTS**

The National Institute of Health has found a link between positive mental state and improved health. This doesn’t mean you have to be happy or ignore all of the negative things that happen, it is just about finding ways to make good choices even in bad situations.

**FINANCIAL WELLBEING**

The share of Americans who report experiencing at least one stress symptom in the last month.

**NOT ALL STRESS IS THE SAME**

**ACUTE**

Short-term stressors resulting from demands or pressures of the recent past and those anticipated in the near future. It is the most common and most manageable. Symptoms include emotional, physical, and behavioral changes.

**EPISODIC ACUTE**

Stressful how acute stress, chronic, and their loved ones are in constant disorder. They are always in a hurry, but always have a sense of "former energy", and can't seem to organize the self-efforted demands and pressures of life.

**CHRONIC**

Stress that takes its toll year by year. This is the stress of generally dysfunctional families or being trapped in an unhealthy situation. It is the most associated with depression and mental illness. "

**WHAT CAN I DO TO IMPROVE MY WELLBEING IN THE WORKPLACE?**

As employers often someone to think of ways to improve the workplace environment.

- Evaluate current policies
- Increase physical activity
- Encourage rest and relaxation
- Support mental health

**READ MORE**

**MORE ARTICLES**

[Stress Management Tips]
[Physical Activity Benefits]
[Healthy Eating Habits]

**SCIENCE NEWS!**

SIX SIMPLE WAYS TO MANAGE STRESS AT WORK

- Take Care of You!
- Be sure to eat right, get plenty of sleep, stay hydrated and engage in regular physical activity.
- Have a hobby!
- Identify Sources
- Learn Your Signals
- Find Healthy Ways to Manage

**NOT ALL MYTHS ARE THE SAME**

**MYTH 1:** De-stressing is the same for everyone.

- Most symptoms are early warnings that things are getting out of hand and need to be better managed.

**MYTH 2:** If there are no symptoms then there is no stress.

- Stress is all about our perception of events.

**MYTH 3:** Only major symptoms call for attention.

- Small signs of stress are important.

**WHAT CAN I DO TO IMPROVE MY WELLBEING IN THE WORKPLACE?**

- Evaluate current policies
- Increase physical activity
- Encourage rest and relaxation
- Support mental health

**READ MORE**

[Stress Management Tips]
[Physical Activity Benefits]
[Healthy Eating Habits]
As can be imagined, if you struggle in any of the areas of wellbeing, it can be difficult to be productive in your job.

**Physical Health**
- **Benefits of Social Connection**
  - Increased chances of longevity
  - Lower rates of anxiety and depression
  - Higher self-esteem and empathy
- **Risks of a Socially Isolated Life**
  - Slower recovery
  - Higher chances of anxiety, depression, and suicide

**Financial Health**
- **Benefits of Financial Security**
  - Lower stress levels
  - Better mental health
- **Risks of Financial Stress**
  - Higher risk of heart disease
  - Lower life satisfaction

**Emotional Health**
- **Benefits of Positive Thinking**
  - Improved mood
  - Increased resilience
- **Risks of Negative Thinking**
  - Increased stress levels
  - Lowered self-esteem

**Social Health**
- **Benefits of Strong Relationships**
  - Increased happiness
  - Improved health outcomes
- **Risks of Isolation**
  - Increased risk of depression
  - Decreased social support

**Financial Literacy**
- **Benefits of Financial Planning**
  - Reduced stress levels
  - Increased financial security
- **Risks of Poor Financial Management**
  - Increased debt
  - Decreased retirement savings

**Physical Activity**
- **Benefits of Regular Exercise**
  - Weight management
  - Improved mood
- **Risks of Sedentary Lifestyle**
  - Increased risk of chronic diseases
  - Decreased quality of life

**Healthy Eating**
- **Benefits of a Balanced Diet**
  - Improved health outcomes
  - Increased longevity
- **Risks of Unhealthy Eating**
  - Increased risk of chronic diseases
  - Decreased quality of life

**Sleep**
- **Benefits of Adequate Sleep**
  - Improved mood
  - Increased productivity
- **Risks of Insomnia**
  - Decreased cognitive function
  - Increased risk of chronic diseases

**Consume with Care**
- **Benefits of Responsible Spending**
  - Reduced stress levels
  - Increased financial security
- **Risks of Impulsive Spending**
  - Increased debt
  - Decreased financial security
WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT IS WELLBEING?

The National Institutes of Health has found a link between upbeat mental and physical wellbeing. Positive thinking has positive effects.

A FEW MYTHS ABOUT STRESS

Each of us responds to stress in an entirely different way. Our everyday lives can be busy, overwhelming, and over-connected. As a result, stress rises. Not only staying active, but nutrition, sleep and engagement with others are important for wellbeing. It’s no surprise that eating a balanced diet provides energy, and helps reduce inflammation throughout the body. It’s also nutrition, sleep and not only staying active, but nutrition, sleep and engagement with others are important for wellbeing.

More than 70% of Americans feel stress impacts their health.

WHAT IS STRESS?

Stress can affect our lives in many ways. It can cause us to feel stressed, anxious, and irritability. It can affect our sleep, our appetite, and our mood. Stress can also affect our physical health, such as high blood pressure, heart disease, and mental health issues, such as depression and anxiety. Stress can also affect our ability to concentrate at work if you are stressing about your finances. Use tools available through your company to improve your cash flow.

ACUTE:

Stress that takes its toll in the short term. This is when stress is manageable. Stress that is manageable is usually transient and may be caused by a single event, such as a big exam or a job interview.

CHRONIC:

Stress that takes its toll year after year. This is when stress is out of hand and needs to be better managed. It is the most common and out of hand and needs to be better managed.

EPISODIC ACUTE:

Stress that takes its toll in the short term. This is when stress is manageable. Stress that is manageable is usually transient and may be caused by a single event, such as a big exam or a job interview.

FOMO (fear of missing out) can be a major source of stress. Help reduce stress by focusing on the present moment. Try to live in the moment.

Feeling nervous, weak, or dizzy at night.

Fatigue due to sleep deprivation.

HOW DO I IDENTIFY MY SOURCES OF STRESS?

Learn Your Signals

Identify Your Sources

Consider stress-reducing activities such as exercise or talking things out with others.

WHAT IS THE BUTE RISKS?

LOW SOCIAL CONNECTION

HIGHER CHANCES OF ANXIETY, DEPRESSION, AND SUICIDE.

FINANCIAL RISKS

PAY MY BILLS LATE.

ACCOUNTS OVERDREW.

REPORT HIS ITEMS.

DO I USE SHOPPING AS A WAY TO COPE WITH EMOTIONAL STRESS?

Having control over your finances plays a big role in your overall wellbeing. It allows you to feel free from your day-to-day and month-to-month finances. Not having control can cost as much as 100 points on your credit score. That’s 62% interest paid over the lifetime of your mortgage.

NOT ALL STRESS IS THE SAME

6 Types of Stress

1. Acute Stress

2. Chronic Stress

3. Episodic Acute Stress

4. Occupational Stress

5. Social Stress

6. Emotional Stress

WHY CAN’T I MANAGE MY STRESS?

The amount of stress you experience can be overwhelming. There are times when we need to ask for help and reach out to others to help. You may be working a stressful job, or you may have financial problems. We are in constant disorder. We are always in a rush. It is the most common and out of hand and needs to be better managed.

HOW CAN I MANAGE MY STRESS?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.

WHAT CAN I DO TO IMPROVE MY WELLBEING?

As can be imagined, if you struggle in any of the areas of social, emotional, physical, financial, and mental health for a more “whole life” approach to health. According to the CDC, wellbeing integrates both physical and mental health.
Understanding the terms:
The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars or homes to buy.

Hospitals in this Guide are tiered according to their Leapfrog Never Events score.

Never Events - Four bars indicate the hospital has agreed to follow National Patient Safety Goals (NPSGs) to reduce an adverse event that should not occur while you are in the hospital. Examples are: patients falling and breaking bones, patients being given the wrong medication, patients suffering respiratory failure, and patients developing infections after surgery.

Steps to Avoid Harm - Patients should choose a hospital with a high score in this category. High scores indicate hospitals have protocols and procedures to reduce 15 common, preventable medical mistakes.

Steps to Prevent Medication Errors - Patients should choose a hospital that uses computerized order entry to reduce medication errors and steps to prevent errors.

Appropriate ICU Staffing - Patients should choose a hospital with a Leapfrog ICU Staffing score of ‘Fully Meets Standards’

Appropriate Use of Antibiotics - Hospitals using this tool help prevent the spread of antibiotic-resistant bacteria. Hospitals in this Guide are tiered according to their C. difficile (C. Diff) infection rate, with a lower rate indicating fewer infections.

Central Line Infections - Some patients receive a tube inserted into a large vein to take medications and other treatments. These tubes put them at higher risk for blood infections, known as Central Line-Associated Bloodstream Infections (CLABSI). A number lower than 1 means fewer infections than expected.

Urinary Catheter Infections - When not inserted and removed correctly, catheters can cause serious infections. A rate lower than 1 means fewer infections than expected.

MRSA Infections - Methicillin-resistant Staphylococcus aureus (MRSA) is a type of bacteria that cannot be killed by commonly used antibiotics. MRSA can cause skin infections that lead to blood infections, pneumonia, and surgical site infections. A number lower than 1 means fewer infections than expected.

C. difficile Infections - C. difficile is a bacteria that can cause diarrhea, abdominal pain, loss of appetite, and fever. Losing C. difficile often occurs in patients recovering from surgery, and C. difficile can be transmitted from one patient to another. A number lower than 1 means fewer infections than expected.

Hospital Safety Grade

The grades used in the Leapfrog Hospital Safety Score® program are derived from expert analysis of publicly available data to give an overall grade of patient safety.

The Leapfrog Hospital Safety Score® program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. For more information visit www.hospitalsafetygrade.org.

What do the results mean?

Fully Meets Standards - The hospital has a rate lower than 1.368.

Substantial Progress - The hospital has a rate between 1.368 and 2.0.

Some Progress - The hospital has a rate between 2.0 and 2.67.

No Progress - The hospital does not meet the Leapfrog benchmark.

Not Eligible - Not eligible for this condition.
## CHATTANOOGA / CLEVELAND / NORTH GEORGIA

### OVERALL PATIENT SAFETY RATINGS

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Grade</th>
<th>MRSA Rate</th>
<th>C. Diff Rate</th>
<th>Antimicrobial Use</th>
<th>Central Line Infections</th>
<th>Other Healthcare-Associated Infections (HAI)</th>
<th>Overall Safety Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellmont Bristol Regional Medical Center</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>B</td>
<td>B</td>
<td>C</td>
<td>A</td>
</tr>
<tr>
<td>Methodist Medical Center of Oak Ridge</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>A</td>
<td>C</td>
<td>B</td>
</tr>
<tr>
<td>Franklin Regional Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Redmond Regional Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Parkridge Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Holtson Valley Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>University of Tennessee Health Science Hospital</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Memorial Hospital Chattanooga</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>North Knoxville Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

### HOSPITAL ACQUIRED INFECTIONS

<table>
<thead>
<tr>
<th>Hospital</th>
<th>MRSA</th>
<th>C. Diff</th>
<th>Antibiotics</th>
<th>Central Line Infections</th>
<th>Other Healthcare-Associated Infections (HAI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellmont Bristol Regional Medical Center</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td>Methodist Medical Center of Oak Ridge</td>
<td>B</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>C</td>
</tr>
<tr>
<td>Franklin Regional Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Redmond Regional Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Parkridge Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Holtson Valley Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>University of Tennessee Health Science Hospital</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>Memorial Hospital Chattanooga</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>North Knoxville Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

## NASHVILLE

### OVERALL PATIENT SAFETY RATINGS

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Grade</th>
<th>MRSA Rate</th>
<th>C. Diff Rate</th>
<th>Antimicrobial Use</th>
<th>Central Line Infections</th>
<th>Other Healthcare-Associated Infections (HAI)</th>
<th>Overall Safety Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tristar Horizon Medical Center</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>B</td>
<td>B</td>
<td>C</td>
<td>A</td>
</tr>
<tr>
<td>Henry County Medical Center</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>A</td>
<td>C</td>
<td>B</td>
</tr>
<tr>
<td>St. Thomas Health Henderson</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>The Children's Hospital of Nashville</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

### HOSPITAL ACQUIRED INFECTIONS

<table>
<thead>
<tr>
<th>Hospital</th>
<th>MRSA</th>
<th>C. Diff</th>
<th>Antibiotics</th>
<th>Central Line Infections</th>
<th>Other Healthcare-Associated Infections (HAI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tristar Horizon Medical Center</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td>Henry County Medical Center</td>
<td>B</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>C</td>
</tr>
<tr>
<td>St. Thomas Health Henderson</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>The Children's Hospital of Nashville</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

## MEMPHIS

### OVERALL PATIENT SAFETY RATINGS

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Grade</th>
<th>MRSA Rate</th>
<th>C. Diff Rate</th>
<th>Antimicrobial Use</th>
<th>Central Line Infections</th>
<th>Other Healthcare-Associated Infections (HAI)</th>
<th>Overall Safety Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baptist Memorial Hospital Memphis</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>B</td>
<td>B</td>
<td>C</td>
<td>A</td>
</tr>
<tr>
<td>Baptist Memorial Hospital Germantown</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>B</td>
<td>B</td>
<td>C</td>
<td>A</td>
</tr>
<tr>
<td>Baptist Memorial Hospital Jackson</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>A</td>
<td>C</td>
<td>B</td>
</tr>
<tr>
<td>Baptist Memorial Hospital Memphis West</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

### HOSPITAL ACQUIRED INFECTIONS

<table>
<thead>
<tr>
<th>Hospital</th>
<th>MRSA</th>
<th>C. Diff</th>
<th>Antibiotics</th>
<th>Central Line Infections</th>
<th>Other Healthcare-Associated Infections (HAI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baptist Memorial Hospital Memphis</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td>Baptist Memorial Hospital Germantown</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td>Baptist Memorial Hospital Jackson</td>
<td>B</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>C</td>
</tr>
<tr>
<td>Baptist Memorial Hospital Memphis West</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

## TRI-CITIES

### OVERALL PATIENT SAFETY RATINGS

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Grade</th>
<th>MRSA Rate</th>
<th>C. Diff Rate</th>
<th>Antimicrobial Use</th>
<th>Central Line Infections</th>
<th>Other Healthcare-Associated Infections (HAI)</th>
<th>Overall Safety Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tennessee Valley Medical Center</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>B</td>
<td>B</td>
<td>C</td>
<td>A</td>
</tr>
<tr>
<td>Baptist Memorial Hospital Johnson City</td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>B</td>
<td>B</td>
<td>C</td>
<td>A</td>
</tr>
<tr>
<td>Saint John's Hospital Fairview</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>A</td>
<td>C</td>
<td>B</td>
</tr>
<tr>
<td>Henry County Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

### HOSPITAL ACQUIRED INFECTIONS

<table>
<thead>
<tr>
<th>Hospital</th>
<th>MRSA</th>
<th>C. Diff</th>
<th>Antibiotics</th>
<th>Central Line Infections</th>
<th>Other Healthcare-Associated Infections (HAI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tennessee Valley Medical Center</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td>Baptist Memorial Hospital Johnson City</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td>Saint John's Hospital Fairview</td>
<td>B</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>C</td>
</tr>
<tr>
<td>Henry County Medical Center</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

## UNDERSTANDING THE TERMS

The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars, computers or televisions. The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars, computers or televisions. The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars, computers or televisions. The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars, computers or televisions.

- **Never Events Steps to Avoid Harm** - Patients should choose a hospital with a high score in this category. High scores indicate the hospital has put in place procedures to reduce 17 common, preventable medical mistakes.
- **Central Line Infections** - Some patients receive a tube inserted to deliver liquids and other treatments. The tubes are there at higher risk for blood infections, known as Central Line-Associated Bloodstream Infection (CLABSI). A number lower than 1 means fewer infections than expected.
- **Urinary Catheter Infections** - When not inserted and removed correctly, catheters can cause serious infection. A rate lower than 1 means fewer infections than expected.
- **MRSA Infections** - Methicillin-resistant Staphylococcus aureus (MRSA) is a type of bacteria that cannot be killed by typical antibiotics. A rate lower than 1 means fewer infections than expected.
- **C. Diff Infections** - Clostridium difficile (C. Diff) is an illness that can cause diarrhea, abdominal pain, loss of appetite, and fever. Lower C. Diff rates in patient care settings and facilities can reduce harm to patients. A rate lower than 1 means fewer infections than expected.

## SAFETY GRADE

The grades used in the Leapfrog Hospital Safety Score program are derived from expert analysis of publicly available data on the performance of hospitals. The Leapfrog Hospital Safety Score program grades hospitals on their overall performance in keeping patients safe from preventable harms and medical errors. For more information visit www.hospitalsafetygrade.org.

### WHAT DO THE RESULTS MEAN?

- **A** - Full Minors Standards Met
- **B** - Substantial Progress
- **C** - Some Progress
- **D** - Willing to Report
- **F** - Failure to disclose this information

- **Eligible** - Not eligible based on criteria
- **Procedure not performed at the hospital**

Results are as of August 31, 2018. For the most current information please visit www.leapfroggroup.org/cp.
### CHATTANOOGA / CLEVELAND / NORTH GEORGIA

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Overall Patient Safety Ratings</th>
<th>Hospital Acquired Infections</th>
</tr>
</thead>
<tbody>
<tr>
<td>... (listing of hospitals)</td>
<td>... (details of ratings)</td>
<td>... (details of infections)</td>
</tr>
</tbody>
</table>

### NASHVILLE

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Overall Patient Safety Ratings</th>
<th>Hospital Acquired Infections</th>
</tr>
</thead>
<tbody>
<tr>
<td>... (listing of hospitals)</td>
<td>... (details of ratings)</td>
<td>... (details of infections)</td>
</tr>
</tbody>
</table>

### NASHVILLE

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Overall Patient Safety Ratings</th>
<th>Hospital Acquired Infections</th>
</tr>
</thead>
<tbody>
<tr>
<td>... (listing of hospitals)</td>
<td>... (details of ratings)</td>
<td>... (details of infections)</td>
</tr>
</tbody>
</table>

### UNDERSTANDING THE TERMS

The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare car or home insurance.

Hospitals in this Guide are tiered according to their Leapfrog Never Events score.

- **Never Events** - Four bars indicates the hospital has agreed to deliver 17 common, preventable medical mistakes. These mistakes occur at hospitals that do not have the proper systems in place to reduce them.
- **Swift Progress** - Three bars indicates the hospital has put into place procedures to reduce 17 common, preventable medical mistakes. These mistakes occur at hospitals that have put procedures in place to reduce them at higher rates.
- **Substantial Progress** - Two bars indicates the hospital has put into place procedures to reduce 17 common, preventable medical mistakes. These mistakes occur at hospitals that may have procedures in place to reduce them, but not at the same rate as hospitals with higher bars.
- **Aspiring** - One bar indicates the hospital has put into place procedures to reduce 17 common, preventable medical mistakes. These mistakes occur at hospitals that have not put procedures in place to reduce them.
- **Not Eligible** - No bar indicates the hospital has not put into place procedures to reduce at least 10 of the 17 common, preventable medical mistakes. These mistakes occur at hospitals that have not put procedures in place to reduce them at all.

### WHAT DO THE RESULTS MEAN?

- **Full Marks Standard**
- **Decent Progress**
- **Substantial Progress**
- **Swift Progress**
- **Aspiring**
- **Never Achieved**
- **Not Eligible**

The Leapfrog Hospital Safety Score program provides a tool for hospitals to assess their performance and improve safety. The Hospital Safety Grade program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. For more information visit www.hospitalsafetygrade.org.
### CHATTANOOGA / CLEVELAND / NORTH GEORGIA

<table>
<thead>
<tr>
<th>HOSPITAL</th>
<th>OVERALL PATIENT SAFETY RATINGS</th>
<th>HOSPITAL ACQUIRED INFECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s Hospital at Elizabethton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Erlanger South Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Tennessee Children’s Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bedford County Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Hill Main Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Hill South Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Holston Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wellmont Hawkins County Hospital</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NASHVILLE

<table>
<thead>
<tr>
<th>HOSPITAL</th>
<th>OVERALL PATIENT SAFETY RATINGS</th>
<th>HOSPITAL ACQUIRED INFECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vandy Hill Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Centennial Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Hill Regional Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Seigenthaler Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MCH (Memorial)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>West Hills Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tristar Mid-State Medical Center</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### KNOXVILLE

<table>
<thead>
<tr>
<th>HOSPITAL</th>
<th>OVERALL PATIENT SAFETY RATINGS</th>
<th>HOSPITAL ACQUIRED INFECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarian Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Morristown-Hamblen Healthcare System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Methodist Medical Center of Oak Ridge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>University of Tennessee Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Franklin Woods Community Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wellmont Hancock County Hospital</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### MEMPHIS

<table>
<thead>
<tr>
<th>HOSPITAL</th>
<th>OVERALL PATIENT SAFETY RATINGS</th>
<th>HOSPITAL ACQUIRED INFECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baptist Memorial Hospital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Memphis Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Methodist Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sacred Heart Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional One Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baptist Medical Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baptist Memorial Hospital</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### UNDERSTANDING THE TERMS

The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars, computers or televisions.

Hospitals in this Guide are tiered according to their Leapfrog Never Events score.

Never Events - Four bars indicate the hospital has agreed to follow Leapfrog’s Never Events policy. Never Events are procedures that should not occur while you are in the hospital. Examples are surgery on the wrong body part or discharging an infant to the wrong body.

Spring 2018 (Never Events) and 2017 (Spring) grades are not yet available.

Appropriate ICU Staffing - Patients should choose a hospital that uses computerized provider order entry (CPOE) to reduce the likelihood of errors and procedures to avoid errors.

Appropriate Use of Antibiotics in Hospitals: Using Antibiotics responsibly helps to prevent the spread of antibiotic-resistant bacteria. Hospitals are rated on how many patients receive antibiotics when they are not needed.

Central Line Infections - Some patients receive a tube inserted to deliver fluids and other treatments. Central lines put them at higher risk for blood infections, known as Central Line-Associated Bloodstream Infections (CLABSI). A number lower than 1 means fewer infections than expected.

Catheter Associated Urinary Tract Infections - Patients should choose a hospital with an intensive care unit (ICU) staffed by doctors and other caregivers who have received specialized training in critical care.

Catheter Associated Urinary Tract Infections (CAUTI) is a type of infection that can spread if improper procedure is used when inserting or removing a catheter. Some patients receive a tube inserted to deliver fluids and other treatments. Central lines put them at higher risk for blood infections, known as Central Line-Associated Bloodstream Infections (CLABSI). A number lower than 1 means fewer infections than expected.

C Diff Infections - Clostridium difficile (C. diff) is a bacteria that can cause diarrhea, abdominal pain, loss of appetite, and fever. C. diff can enter patient care settings, and if fully killing the bacteria in an infected patient can be very difficult. C. diff can spread against standard hospital cleaning procedures, and it can fail to properly wash their hands between patients. A number lower than 1 means fewer infections than expected.

MRSA Infections - Methicillin-resistant Staphylococcus aureus (MRSA) is a type of bacteria that cannot be killed by antibiotics. Private rooms and other type of equipment can be spread if procedures do not properly wash their hands between patients. MRSA can cause life-threatening bloodstream infections, pneumonia and surgical site infections. A number lower than 1 means fewer infections than expected.

Septic Shock Infections - Patients should choose a hospital that uses computerized provider order entry (CPOE) to reduce the likelihood of errors and procedures to avoid errors.

The hospital chose not to disclose this information.

The Hospital Safety Grade program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. For more information visit www.hospitalsafetygrade.org.

### WHAT DO THE RESULTS MEAN?

- **Full Blue Standards**: The hospital performs better than 90% of all hospitals on safety criteria.
- **Substantial Progress**: The hospital performs better than 70% of all hospitals on safety criteria.
- **Significant Improvement**: The hospital performs better than 50% of all hospitals on safety criteria.
- **Some Progress**: The hospital performs better than 30% of all hospitals on safety criteria.
- **Non Eligible**: Not eligible based on criteria.
- **Not yet eligible**: The hospital does not meet eligibility criteria.
- **Procedures not performed at the hospital.**

Results are as of August 31, 2018.

For the most current information please visit www.leapfroggroup.org/cp.
<table>
<thead>
<tr>
<th>HOSPITAL</th>
<th>OVERALL PATIENT SAFETY RATINGS</th>
<th>HOSPITAL ACQUIRED INFECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children's Hospital at Banner</td>
<td>Eligible B</td>
<td>Eligible B</td>
</tr>
<tr>
<td>St. Luke's Regional Medical Center</td>
<td>Eligible A</td>
<td>Eligible A</td>
</tr>
<tr>
<td>Tennesssee Regional Medical Center</td>
<td>Eligible A</td>
<td>Eligible A</td>
</tr>
<tr>
<td>Tennesssee Healthcare Cleveland</td>
<td>Eligible</td>
<td>Eligible</td>
</tr>
<tr>
<td>Tennesssee Healthcare Cleveland West</td>
<td>Eligible A</td>
<td>Eligible A</td>
</tr>
</tbody>
</table>

**HOSPITAL ACQUIRED INFECTIONS**

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Central Line Infections (CLABSI)</th>
<th>MRSA Infections</th>
<th>C.Diff Infections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children's Hospital at Banner</td>
<td>NA</td>
<td>0.697 B A</td>
<td>0.000</td>
</tr>
<tr>
<td>St. Luke's Regional Medical Center</td>
<td>0.313</td>
<td>0.652 B B</td>
<td>0.652 B B</td>
</tr>
<tr>
<td>Tennesssee Regional Medical Center</td>
<td>1.260</td>
<td>1.156 A A</td>
<td>0.682</td>
</tr>
<tr>
<td>Tennesssee Healthcare Cleveland</td>
<td>6.333 Not</td>
<td>0.547 A A</td>
<td>0.547 A A</td>
</tr>
<tr>
<td>Tennesssee Healthcare Cleveland West</td>
<td>0.400</td>
<td>1.911</td>
<td>1.224</td>
</tr>
</tbody>
</table>

**OVERALL PATIENT SAFETY RATINGS**

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Overall Patient Safety Rating</th>
<th>Eligible B</th>
<th>Eligible A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children's Hospital at Banner</td>
<td>Eligible B</td>
<td>Eligible B</td>
<td></td>
</tr>
<tr>
<td>St. Luke's Regional Medical Center</td>
<td>Eligible A</td>
<td>Eligible A</td>
<td></td>
</tr>
<tr>
<td>Tennesssee Regional Medical Center</td>
<td>Eligible A</td>
<td>Eligible A</td>
<td></td>
</tr>
<tr>
<td>Tennesssee Healthcare Cleveland</td>
<td>Eligible</td>
<td>Eligible</td>
<td></td>
</tr>
<tr>
<td>Tennesssee Healthcare Cleveland West</td>
<td>Eligible A</td>
<td>Eligible A</td>
<td></td>
</tr>
</tbody>
</table>

**WHAT DO THE RESULTS MEAN?**

- **Full Member Standard**: The hospital meets all standards based on criteria.
- **Substantial Progress**: The hospital is making progress toward meeting standards based on criteria.
- **Some Progress**: The hospital is taking some action to address issues based on criteria.
- **Not Eligible**: The hospital did not meet the minimum requirements based on criteria.
- **Procedure is not performed at the hospital**: The hospital chose not to perform this procedure.

**Understanding the Terms**

Never Events - Four bars indicate the hospital has agreed to follow National Patient Safety Goals. Never Events are procedures or conditions that should not occur while you are in the hospital. Examples are surgery errors, medication errors, and drug withdrawal reactions.

Steps to Avoid Harm - Patients should choose a hospital with a high score in this category. High scores indicate the hospital have protocols and procedures to reduce 17 common, preventable medical mistakes.

Appropriate Use of Antibiotics - Patients should choose a hospital that uses antibiotic prescription order entry to reduce overprescribing, tests and procedures to avoid overuse.

Appropriate Use of ICU Staffing - Patients should choose a hospital that uses proper staffing and other care providers who have received specialist training in critical care.

Central Line Infections - Some patients receive a tube to deliver medicine and other treatments. This tube puts them at higher risk for infections, known as Central Line-Associated Bloodstream Infections (CLABSI). A number lower than 1 means fewer infections than expected.

Urinary Catheter Infections - When not inserted and removed correctly, catheters can cause serious infections. A rate lower than 1 means fewer infections than expected.

MRSA Infections - Methicillin-resistant Staphylococcus aureus (MRSA) is a type of bacteria that cannot be killed by antibiotics. Patients should choose a hospital with a low rate of MRSA Infections, as this can cause serious infections that are not usually cured.

C.Diff Infections - Clostridium difficile (C. diff) is a bacterium that can cause diarrhea, abdominal pain, loss of appetite, and fever. Higher rates of C. diff occur in patients taking antibiotics, and if not treated correctly, can cause serious infections. A rate lower than 1 means fewer infections than expected.

C.DR Infections - Clostridium difficile (C. diff) is a bacterium that can cause diarrhea, abdominal pain, loss of appetite, and fever. Lower rates of C. diff occur in patients taking antibiotics, and if not treated correctly, can cause serious infections. A rate lower than 1 means fewer infections than expected.

HOSPITAL SAFETY GRADE

The grades used in the Leapfrog Hospital Safety Score® program are derived from expert analysis of publicly available data on the outcomes of patient safety. The Leapfrog Hospital Safety Score program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. For more information visit www.hospitalsafetygrade.org.
## Hospital Acquired Infections

### Chance of Infections

<table>
<thead>
<tr>
<th>Hospital</th>
<th>MRSA Rate</th>
<th>C. Diff Rate</th>
<th>CAUTI Rate</th>
<th>Other Healthcare-Associated Infections (HAI) Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Chance of Avoiding Harm

<table>
<thead>
<tr>
<th>Hospital</th>
<th>falls</th>
<th>Pressure Ulcers</th>
<th>Wrong Site Surgery</th>
<th>Other Harmful Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Patient Safety Grade

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Safety Grade</th>
<th>Eligible</th>
<th>Not Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Overall Patient Safety Ratings

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Errors</th>
<th>Avoidable Harm</th>
<th>Antibiotics</th>
<th>Use of ICU Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Errors

- Central Line Infections
- MRSA Infections
- C. Diff Infections

### Appropriate Use of Antibiotics in Hospitals:

- Order medications, tests and procedures to avoid errors.

### The Hospital Safety Score Program

- The hospital has put into place procedures to reduce 17 common, preventable types of infections that can lead to harm to patients.

### Hospitals in the Guide

- Hospitals are tiered according to their Leapfrog Never Events score.

### What Does the Result Mean?

- Not Eligible: The hospital failed to meet the principle set down by the CDC.
- Eligible: The hospital did not fail to meet the principle set down by the CDC.

### Understanding the Terms

- Never Events: Four bars indicate the hospital has agreed to follow a Leapfrog Never Event policy. Never Events are procedures that should not occur while you are in the hospital. Examples are surgery on the wrong body part or discharging an infant to a newborn nursery.
- Substantial Progress: Hospitals that have made progress toward reducing infections can be reported with a green checkmark.
- No Improvement: Hospitals that did not make any improvement can be reported with a yellow checkmark.

### Contact Information

For more information visit www.hospitalsafetygrade.org.