



SPECIAL REPORT

August 7, 2009

GHS (Grady Corporation) Monthly Patient Care and Safety Report

<u>Measure</u>	<u>Benchmark</u>	<u>Corporation Performance</u>
<u>Operations</u>		
Average Emergency Room Time	7.5 hrs	2:37-4:15 hrs
Length of Stay After Admission	6.5 days	5.65 days
<u>Access to Care</u>		
New Patient: 3 rd Available Appointment (Neighborhood Clinics)	21 days for routine visit (Medicaid Requirement)	1-22 days
<u>Customer Services</u>		
Doctors communicate well	85%	81.5%
Staff always explains about medicine before administering them	85%	79.8%
Percent of patients reporting that their room and bathroom were always clean	85%	76.8%
Percent who reported that they were given information about what to do during their recovery at home	85%	73.2%
Percent of patients who reported they definitely would recommend the Hospital	68-70 (Teaching hospitals only)	56%
Percent rating Hospital "9-10"	64-66%	51%

To review relevant documents pertaining to the items above, log onto www.EmmaDarnell.com. For more information or to comment on this Special Report, contact Commissioner Darnell by e-mail at emma.darnell@fultoncountyga.gov, by phone at (404) 612-8222 or by mail at 141 Pryor St. Suite 10023 Atlanta, Georgia 30303.