



## CH Hospitalist Groups Quality Scorecard 2026

Measure/Component (+) Higher Score Better (-) Lower Score Better	Data Updated Through	BMG - BMH	Sound	Associated Physicians of WNY	BMG - SOC	BNH - KMH	BNH - MSM	Dept. of Medicine
<b>Mortality</b>								
Risk Adjusted Mortality O/E Ratio	YTD Apr 2026	0.72	0.98	0.66	0.82	0.82	0.60	0.97
<b>Patient Throughput</b>								
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	0.91	0.91	1.03	1.07	1.03	1.01	0.94
(-) Observation LOS	YTD Apr 2026	21.4	N/A	N/A	20.4	26.0	26.2	24.8
<b>Caregiver Domain</b>								
(+) Dr. Communication Domain	YTD Apr 2026	72.3	73.9	78.6	77.2	70.6	75.5	72.8
<b>Readmissions</b>								
30-Day Readmissions O/E Ratio	YTD Mar 2026	0.92	1.05	1.17	1.04	0.93	0.85	0.98
(-) All Cause Readmission Rate	YTD Mar 2026	12.5	14.3	16.2	14.4	12.2	11.2	13.3
<b>Quality Improvement</b>								
(-) % Blood Glucose $\geq$ 200 mg/dL	YTD Apr 2026	20.4%	20.4%	27.4%	26.6%	23.7%	19.7%	22.5%

Updated: 5/18/2026



## CH Department of Medicine Quality Scorecard 2026

Measure/Component (+) Higher Score Better (-) Lower Score Better	Data Updated Through	This Month	Q1 2026	YTD 2026	YTD 2025	YTD 2024	Target
<b>Mortality</b>							
Risk Adjusted Mortality O/E Ratio	YTD Apr 2026	0.92	0.99	0.97	1.03	1.07	TBD
<b>Patient Throughput</b>							
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	0.95	0.94	0.94	0.93	0.92	TBD
(-) Observation LOS	YTD Apr 2026	23	26	25	28	27	< 24 hours
<b>Caregiver Domain</b>							
(+) Dr. Communication Domain	YTD Apr 2026	76.9	72.2	72.8	74.1	74.9	78.0
<b>Readmissions</b>							
30-Day Readmissions O/E Ratio	YTD Mar 2026	1.00	0.98	0.98	0.91	0.92	TBD
(-) All Cause Readmission Rate	YTD Mar 2026	13.72	13.29	13.29	12.23	12.44	TBD
<b>Quality Improvement</b>							
(-) % Blood Glucose $\geq$ 200 mg/dL	YTD Apr 2026	21.8%	22.8%	22.5%	22.3%	22.9%	$\leq$ 20%

Updated: 5/18/2026



## Associates of WNY - Sisters of Charity Hospital Quality Scorecard 2026

Measure/Component (+) Higher Score Better (-) Lower Score Better	Data Updated Through	Reporting Month	Q1 2026	Q2 2026	YTD 2026	YTD 2025	YTD 2024	Target
<b>Mortality</b>								
(-) Acute Care Risk Adjusted Mortality O/E Ratio (v1.0)	YTD Apr 2026	0.44	0.76	0.44	0.66	0.98	1.12	TBD
<b>Patient Throughput</b>								
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	1.06	1.03	1.06	1.03	1.03	1.03	TBD
<b>Caregiver Domain</b>								
(+) Dr. Communication Domain	YTD Apr 2026	82.4	77.9	82.4	78.6	75.2	74.9	77.8
(+) Dr. Explained in a Way You Understood	YTD Apr 2026	80.0	72.4	80.0	73.7	69.1	67.3	71.4
(+) Dr. Listened Carefully to You	YTD Apr 2026	83.3	76.8	83.3	77.9	74.1	74.0	76.8
(+) Dr. Treated with Courtesy & Respect	YTD Apr 2026	84.0	84.3	84.0	84.2	82.3	82.3	84.5
<b>Readmissions</b>								
(-) 30-Day Readmissions O/E Ratio (v1.0)	YTD Mar 2026	1.39	1.17		1.17	1.03	1.12	TBD
(-) All Cause Readmission Rate	YTD Mar 2026	18.98	16.22		16.22	13.83	15.17	TBD
<b>Quality Improvement</b>								
(-) % Blood Glucose $\geq$ 200 mg/dL	YTD Apr 2026	27.9%	27.3%	27.9%	27.4%	23.9%	25.1%	$\leq$ 20%
(+) Documentation of VTE Prophylaxis	YTD Apr 2026	96%	96%	96%	96%	96%	96%	TBD

Updated: 5/18/2026



# Buffalo Medical Group Quality Scorecard 2026 Buffalo Mercy Hospital

Measure/Component (+) Higher Score Better (-) Lower Score Better	Data Updated Through	Reporting Month	Q1 2026	Q2 2026	YTD 2026	YTD 2025	YTD 2024	Target
<b>Mortality</b>								
(-) Acute Care Risk Adjusted Mortality O/E Ratio (v1.0)	YTD Apr 2026	0.52	0.77	0.52	<b>0.72</b>	0.92	1.10	TBD
<b>Patient Throughput</b>								
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	0.93	0.91	0.93	<b>0.91</b>	0.92	0.91	TBD
(-) Observation LOS	YTD Apr 2026	20.1	22.0	20.1	<b>21.4</b>	24.6	24.0	< 24 hours
<b>Caregiver Domain</b>								
(+) Dr. Communication Domain	YTD Apr 2026	82.5	70.7	82.5	<b>72.3</b>	74.6	75.7	<b>78.1</b>
(+) Dr. Explained in a Way You Understood	YTD Apr 2026	78.6	65.1	78.6	<b>67.0</b>	70.1	67.7	<b>71.3</b>
(+) Dr. Listened Carefully to You	YTD Apr 2026	81.0	68.5	81.0	<b>70.2</b>	72.1	75.2	<b>78.2</b>
(+) Dr. Treated with Courtesy & Respect	YTD Apr 2026	88.1	78.4	88.1	<b>79.7</b>	82.0	84.2	<b>85.7</b>
<b>Readmissions</b>								
(-) 30-Day Readmissions O/E Ratio (v1.0)	YTD Mar 2026	0.87	0.92		<b>0.92</b>	0.92	0.91	TBD
(-) All Cause Readmission Rate	YTD Mar 2026	12.44	12.53		<b>12.53</b>	12.49	12.31	TBD
<b>Quality Improvement</b>								
(-) % Blood Glucose ≥ 200 mg/dL	YTD Apr 2026	17.9%	21.2%	17.9%	<b>20.4%</b>	22.2%	21.9%	≤ 20%
(+) Documentation of VTE Prophylaxis	YTD Apr 2026	95%	96%	95%	<b>95%</b>	95%	96%	TBD

Updated: 5/18/2026



# Buffalo Medical Group Quality Scorecard 2026 Sisters of Charity Hospital

Measure/Component (+) Higher Score Better (-) Lower Score Better	Data Updated Through	Reporting Month	Q1 2026	Q2 2026	YTD 2026	YTD 2025	YTD 2024	Target
<b>Mortality</b>								
(-) Acute Care Risk Adjusted Mortality O/E Ratio (v1.0)	YTD Apr 2026	0.85	0.81	0.85	<b>0.82</b>	0.69	0.76	TBD
<b>Patient Throughput</b>								
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	1.09	1.06	1.09	<b>1.07</b>	1.03	1.00	TBD
(-) Observation LOS	YTD Apr 2026	19.8	20.7	19.8	<b>20.4</b>	22.0	21.4	< 24 hours
<b>Caregiver Domain</b>								
(+) Dr. Communication Domain	YTD Apr 2026	73.8	77.6	73.8	<b>77.2</b>	77.2	78.6	<b>80.7</b>
(+) Dr. Explained in a Way You Understood	YTD Apr 2026	71.4	73.3	71.4	<b>73.1</b>	70.4	75.9	<b>77.4</b>
(+) Dr. Listened Carefully to You	YTD Apr 2026	66.7	79.3	66.7	<b>78.1</b>	77.1	75.9	<b>79.0</b>
(+) Dr. Treated with Courtesy & Respect	YTD Apr 2026	83.3	80.0	83.3	<b>80.3</b>	84.1	84.0	<b>85.9</b>
<b>Readmissions</b>								
(-) 30-Day Readmissions O/E Ratio (v1.0)	YTD Mar 2026	0.81	1.04		<b>1.04</b>	0.85	0.86	TBD
(-) All Cause Readmission Rate	YTD Mar 2026	10.89	14.38		<b>14.38</b>	12.05	11.87	TBD
<b>Quality Improvement</b>								
(-) % Blood Glucose ≥ 200 mg/dL	YTD Apr 2026	26.7%	26.5%	26.7%	<b>26.6%</b>	24.1%	24.8%	≤ 20%
(+) Documentation of VTE Prophylaxis	YTD Apr 2026	94%	95%	94%	<b>94%</b>	95%	94%	TBD

Updated: 5/18/2026



# BNH Group Quality Scorecard 2026 Kenmore Mercy Hospital

Measure/Component (+) Higher Score Better (-) Lower Score Better	Data Updated Through	Reporting Month	Q1 2026	Q2 2026	YTD 2026	YTD 2025	YTD 2024	Target
<b>Mortality</b>								
(-) Acute Care Risk Adjusted Mortality O/E Ratio (v1.0)	YTD Apr 2026	0.74	0.84	0.74	<b>0.82</b>	0.88	0.88	TBD
<b>Patient Throughput</b>								
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	0.97	1.05	0.97	<b>1.03</b>	1.01	1.01	TBD
(-) Observation LOS	YTD Apr 2026	24.5	26.6	24.5	<b>26.0</b>	30.5	31.8	< 24 hours
<b>Caregiver Domain</b>								
(+) Dr. Communication Domain	YTD Apr 2026	63.3	72.1	63.3	<b>70.6</b>	73.3	76.2	<b>78.8</b>
(+) Dr. Explained in a Way You Understood	YTD Apr 2026	62.4	69.7	62.4	<b>68.4</b>	65.8	68.5	<b>72.3</b>
(+) Dr. Listened Carefully to You	YTD Apr 2026	64.3	70.4	64.3	<b>69.4</b>	72.1	75.2	<b>78.0</b>
(+) Dr. Treated with Courtesy & Respect	YTD Apr 2026	73.2	79.9	73.2	<b>78.8</b>	82.0	85.0	<b>86.3</b>
<b>Readmissions</b>								
(-) 30-Day Readmissions O/E Ratio (v1.0)	YTD Mar 2026	0.80	0.93		<b>0.93</b>	0.84	0.87	TBD
(-) All Cause Readmission Rate	YTD Mar 2026	10.81	12.22		<b>12.22</b>	11.31	12.36	TBD
<b>Quality Improvement</b>								
(-) % Blood Glucose $\geq$ 200 mg/dL	YTD Apr 2026	22.8%	24.1%	22.8%	<b>23.7%</b>	22.1%	23.3%	$\leq$ 20%
(+) Documentation of VTE Prophylaxis	YTD Apr 2026	94%	94%	94%	<b>94%</b>	95%	95%	TBD

Updated: 5/18/2026



## BNH Group Quality Scocard 2026 Mount St. Mary's Hospital

Measure/Component (+) Higher Score Better (-) Lower Score Better	Data Updated Through	Reporting Month	Q1 2026	Q2 2026	YTD 2026	YTD 2025	YTD 2024	Target
<b>Mortality</b>								
(-) Acute Care Risk Adjusted Mortality O/E Ratio (v1.0)	YTD Apr 2026	0.45	0.63	0.45	<b>0.60</b>	0.75	0.57	TBD
<b>Patient Throughput</b>								
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	0.86	1.05	0.86	<b>1.01</b>	0.94	0.90	TBD
(-) Observation LOS	YTD Apr 2026	23.8	27.2	23.8	<b>26.2</b>	28.9	26.7	< 24 hours
<b>Caregiver Domain</b>								
(+) Dr. Communication Domain	YTD Apr 2026	83.1	73.8	83.1	<b>75.5</b>	77.2	74.6	<b>77.7</b>
(+) Dr. Explained in a Way You Understood	YTD Apr 2026	81.5	67.5	81.5	<b>70.0</b>	71.2	66.0	<b>70.7</b>
(+) Dr. Listened Carefully to You	YTD Apr 2026	75.0	71.1	75.0	<b>71.8</b>	73.1	72.8	<b>76.4</b>
(+) Dr. Treated with Courtesy & Respect	YTD Apr 2026	92.9	82.9	92.9	<b>84.8</b>	87.2	84.9	<b>86.3</b>
<b>Readmissions</b>								
(-) 30-Day Readmissions O/E Ratio (v1.0)	YTD Mar 2026	0.76	0.85		<b>0.85</b>	0.86	0.82	TBD
(-) All Cause Readmission Rate	YTD Mar 2026	9.38	11.17		<b>11.17</b>	10.34	9.95	TBD
<b>Quality Improvement</b>								
(-) % Blood Glucose ≥ 200 mg/dL	YTD Apr 2026	21.7%	19.2%	21.7%	<b>19.7%</b>	23.9%	29.5%	≤ 20%
(+) Documentation of VTE Prophylaxis	YTD Apr 2026	95%	96%	95%	<b>95%</b>	95%	95%	TBD

Updated: 5/18/2026



# Sound Quality Scorecard 2026 Buffalo Mercy Hospital

Measure/Component (+) Higher Score Better (-) Lower Score Better	Data Updated Through	Reporting Month	Q1 2026	Q2 2026	YTD 2026	YTD 2025	YTD 2024	Target
<b>Mortality</b>								
(-) Acute Care Risk Adjusted Mortality O/E Ratio (v1.0)	YTD Apr 2026	0.99	0.97	0.99	<b>0.98</b>	1.00	0.99	TBD
<b>Patient Throughput</b>								
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	0.95	0.89	0.95	<b>0.91</b>	0.91	0.88	TBD
(+) Discharge Orders Written by 11am	YTD Apr 2026	19.2%	21.0%	19.2%	<b>20.5%</b>	16.5%	29.0%	TBD
<b>Caregiver Domain</b>								
(+) Dr. Communication Domain	YTD Apr 2026	76.0	73.5	76.0	<b>73.9</b>	73.2	71.4	<b>75.7</b>
(+) Dr. Explained in a Way You Understood	YTD Apr 2026	70.0	67.3	70.0	<b>67.8</b>	67.5	64.4	<b>69.7</b>
(+) Dr. Listened Carefully to You	YTD Apr 2026	76.1	71.7	76.1	<b>72.4</b>	72.5	69.9	<b>74.4</b>
(+) Dr. Treated with Courtesy & Respect	YTD Apr 2026	81.9	81.4	81.9	<b>81.5</b>	79.7	80.1	<b>83.1</b>
<b>Readmissions</b>								
(-) 30-Day Readmissions O/E Ratio (v1.0)	YTD Mar 2026	1.17	1.05		<b>1.05</b>	0.95	0.88	TBD
(-) All Cause Readmission Rate	YTD Mar 2026	15.44	14.30		<b>14.30</b>	12.69	11.94	TBD
<b>Quality Improvement</b>								
(-) % Blood Glucose $\geq$ 200 mg/dL	YTD Apr 2026	20.1%	20.5%	20.1%	<b>20.4%</b>	21.3%	21.5%	$\leq$ 20%
(+) Documentation of VTE Prophylaxis	YTD Apr 2026	94%	95%	94%	<b>95%</b>	95%	94%	TBD

Updated: 5/18/2026



## Northeast Medical Quality Scorecard 2026 Kenmore Mercy Hospital

Measure/Component <i>(+) Higher Score Better</i> <i>(-) Lower Score Better</i>	Data Updated Through	Reporting Month	Q1 2026	Q2 2026	YTD 2026	YTD 2025	YTD 2024	Target
<b>Mortality</b>								
(-) Acute Care Risk Adjusted Mortality O/E Ratio (v1.0)	YTD Apr 2026	0.58	1.38	0.58	<b>1.18</b>	0.70	0.76	TBD
<b>Patient Throughput</b>								
(-) LOS O/E ratio (v1.0)	YTD Apr 2026	0.96	0.97	0.96	<b>0.97</b>	1.02	1.14	TBD
(-) Observation LOS	YTD Apr 2026	27	34	27	<b>34</b>	37	38	< 24 hours
<b>Caregiver Domain</b>								
(+) Dr. Communication Domain	YTD Apr 2026	83.3	82.3	83.3	<b>82.4</b>	72.2	74.1	<b>77.1</b>
(+) Dr. Explained in a Way You Understood	YTD Apr 2026	75.0	75.0	75.0	<b>75.0</b>	62.9	64.5	<b>69.3</b>
(+) Dr. Listened Carefully to You	YTD Apr 2026	75.0	85.0	75.0	<b>83.3</b>	70.9	73.7	<b>76.5</b>
(+) Dr. Treated with Courtesy & Respect	YTD Apr 2026	100.0	86.4	100.0	<b>88.5</b>	82.9	84.2	<b>85.7</b>
<b>Readmissions</b>								
(-) 30-Day Readmissions O/E Ratio (v1.0)	YTD Mar 2026	1.78	1.03		<b>1.03</b>	0.88	0.77	TBD
(-) All Cause Readmission Rate	YTD Mar 2026	21.74	14.14		<b>14.14</b>	12.31	10.99	TBD
<b>Quality Improvement</b>								
(-) % Blood Glucose ≥ 200 mg/dL	YTD Apr 2026	24.6%	30.3%	24.6%	<b>28.2%</b>	23.5%	22.4%	≤ 20%
(+) Documentation of VTE Prophylaxis	YTD Apr 2026	90%	90%	90%	<b>90%</b>	92%	93%	TBD

Updated: 5/18/2026