

IN THE UNITED STATES DISTRICT COURT
FOR THE SOUTHERN DISTRICT OF FLORIDA
WEST PALM BEACH DIVISION

CASE NO. 9:25-CV-80526-DMM

GOOD SAMARITAN MEDICAL CENTER,
INC. et al.,

Plaintiffs,

v.

THE LEAPFROG GROUP,

Defendant.

DECLARATION OF CYNTHIA MCCAULEY

1. My name is Cynthia McCauley. I am over 18 years of age, of sound mind, and capable of making this declaration. I make the statements in this declaration based on personal knowledge, personal experience as a representative of St. Mary's Medical Center, Inc., and communications with my colleagues. If called and sworn as a witness, I could and would testify competently to the facts stated in this declaration.

* * *

2. I am Chief Executive Officer at St. Mary's Medical Center in West Palm Beach, Florida, a Plaintiff in this action.

3. ***My Career in Patient Care.*** After receiving my Masters of Business Administration in Finance from Long Island University, I began my career working with hospitals to help facilities elevate patient care and expand access to high quality specialty services. I have

spent the last 26 years working to ensure that Palm Beach County Florida residents receive quality healthcare.

4. From 2007 to 2012, I was the Chief Financial Officer at Good Samaritan Medical Center. Then, between 2012 and 2019, I held my first Chief Executive Officer position at Tenet Florida Physician Services, a 200-plus physician group practice. For a period of time during this stretch, I also served as the CEO of the Tenet South Carolina Physicians Services group and had over 400 physicians under my leadership.

5. In 2019, I became the Chief Administrative Officer at St. Mary's Medical Center (the "Medical Center"). Later that year, I became the Medical Center's Chief Executive Officer. During the COVID-19 pandemic, I was facilitated the Medical Center's plan to establish COVID units and to enable the effective distribution of PPE.

6. ***My Medical Center CEO Responsibilities.*** In my role as CEO of the Medical Center, I oversee its operational, financial, and patient safety and quality performance. In this position, I have been able to leverage my experience and skills in leadership from my previous roles at other hospitals to enhance patient care and safety.

7. ***The Medical Center's Service and Commitment to the Palm Beach Community Is Reflected in Its Decades of Numerous Accolades and Accreditations.*** The Medical Center was founded in 1938 and is an accredited hospital in Palm Beach County Florida that provides high-quality medical care to adults and children in the community. The Medical Center is accredited for 413 licensed beds (45 of which are Neonatal Intensive Care Unit ("NICU") beds) and annually provides services for more than 136,000 patient encounters and over 19,000 surgeries. Our more than 1,500 employees and contractors provide high-quality patient care to patients that travel to the Medical Center from five different counties. The Medical Center also houses the only

children's hospital between Orlando and Ft. Lauderdale. The Medical Center is committed to providing high-quality patient care, and it consistently invests in technology and staff to ensure excellent, cutting-edge care.

8. ***The Medical Center Is Accredited, Certified, and Lauded for Our Exceptional Patient Care.*** The Medical Center has received numerous awards and accolades, including many that are directly relevant to patient care for both the low-income underserved community in which it resides and the greater central Florida east coast.

9. The Medical Center has several accreditations that demonstrate the high-quality of care it provides to pregnant women and children in the community. For example, it is an accredited acute care hospital that is a Level I adult and pediatric Trauma Center. A Level I Trauma Center is a healthcare facility that is central to the trauma system and capable of providing the highest level of care for every aspect of injury for both adults and children. The Medical Center is also a Level III NICU, meaning it provides lifesaving care for babies born before 32 weeks' gestation and / or weighing less than 1,500 grams (approximately 3.3 pounds) or babies with specific medical conditions that require surgery or specialized pediatric care. Additionally, the Medical Center is one of only 11 designated hospitals by the Florida Department of Health as a Regional Perinatal Intensive Care Center (RPICC) that provides obstetrical services to women who have a high-risk pregnancy and care for newborns with special health needs, such as critical illness or low birth weight. The Medical Center is also certified by the American College of Surgeons for the Verified Pediatric Surgery Program, which recognizes hospitals that properly address the surgical care of infants and children.

10. The Medical Center is also a Commission on Accreditation of Rehabilitation Facilities ("CARF") accredited facility for its stroke, brain injury and amputation specialty

services. Achieving CARF accreditation means that our hospital meets CARF's standards and has demonstrated a commitment to being among the best available to patients. We are also a Certified Comprehensive Stroke Center, which means we are dedicated to raising the bar for evaluating and evolving the care of patients at every part of the stroke care continuum. Additionally, the Medical Center has achieved a Det Norske Veritas (DNV) for Comprehensive Stroke Certification. A DNV Comprehensive Stroke Certification demonstrates that the Medical Center provides the highest quality of care and offers evidence-based treatments with cutting-edge research protocols for stroke patients. In order to be accredited, the Medical Center had to undergo an on-site visit on a triennial basis, in which a trained DNV site visit reviewer visits the facility and reviews its required stroke program activity documentation to ensure compliance with the standards. The entities that award and assign these accreditations and certifications visit the healthcare facility and perform regular periodic in-person reviews, audits, surveys and assessments of the facility.

11. Additionally, the Medical Center is accredited by the Joint Commission, the nation's largest hospital accreditor that evaluates hospitals' quality performance standards through an objective evaluation process. The Medical Center has been accredited by the Joint Commission for specialization certifications for Spine Surgery and Total Joint Replacement for Hip and Knee—a certification designed for hospitals providing the critical elements to achieve long-term success in improving critical medical outcomes—which signifies our services have delivered evidence-based proof of clinical quality sought by patients and payers alike.

12. These accreditations and certifications are particularly important given the Medical Center's patient population. With its accreditation and specialties, the Medical Center provides patients care they are not able to receive at other facilities. The Medical Center sees more transfers to its facility from nearby hospitals who are unable to provide patients with the care they need than

any other Palm Beach County hospital. Also, due to its location in a low-income community, the Medical Center treats a significant number of high-risk pregnancies in which infant mortality is a serious risk and heartbreaking reality.

13. The Medical Center has also received numerous awards that exemplify its quality. The Medical Center received multiple Get with the Guidelines awards, including Stroke Gold Plus Award 2024 (13th Consecutive Year); Stroke Elite Plus Honor Roll; Stroke Advance Therapy Honor Roll; and Type 2 Diabetes Honor Roll. The Get with the Guidelines Stroke program is designed to improve stroke care by promoting consistent adherence to the latest scientific treatment guidelines.

14. Additionally, the Medical Center has been recognized by BlueCross BlueShield with a Blue Distinction Centers for Knee, Hip Replacements, Spine Surgery and Maternity Care designation, as part of the Blue Distinction Specialty Care program. The Blue Distinction Specialty Care is a national designation program that recognizes health providers that demonstrate expertise in quality and affordable health care to meet consumers' specialty care needs.

15. The Medical Center has also received numerous awards that recognize the high-quality care it provides to pregnant women and children. For example, it recently received the Florida Department of Health and Florida Agency for Health Care Administration Excellence for Maternal Care Award, which highlights hospitals that surpass Florida Department of Health's goal of reducing the rate of C-sections among first-time mothers with low-risk pregnancies. Similarly, the Florida Hospital Association also recently awarded the Medical Center the Excellence in Maternity Care designation, which is awarded to a hospital that demonstrates exceptional dedication to maternal health care.

16. Additionally, the Palm Beach Post has awarded the Medical Center with Community Choice Awards for Best Hospital, Best Orthopedic/Sports Medicine 2024 and Best Maternity and Childbirth Center 2024 & 2025. The Palm Beach County Community Choice Awards celebrate the best business and organizations in the area, with people in the community voting on these designations.

17. The medical rankings organization Healthgrades awarded the Medical Center numerous accolades. To assess and evaluate hospitals, Healthgrades relies on data from Medicare medical claims records and states' data on Medicare and commercially insured patient outcomes to determine patients' actual clinical outcomes when visiting a given hospital. The Medical Center has received several awards from Healthgrades for various specialties, including:

a. Labor and Delivery

- i. Five-Star Recipient for C-Section Delivery for 11 years in a row
- ii. Five-Star Recipient for Vaginal Delivery for 11 years in a row

b. Orthopedic

- i. Five-Star Recipient for Hip Fracture Treatment (2024)
- ii. Five-Star Recipient for Knee Replacement (2024)

c. Spine Surgery

- i. Five-Star Recipient for Spinal Fusion (2025)

18. ***The Medical Center Chooses Not to Participate in TLG's Misleading, Pay-to-Play Grading Surveys.*** The Medical Center welcomes review by industry commentators who analyze the quality of hospitals. A fair, rigorous assessment of how we're doing can only help us improve. But we don't participate in every attempt to comment on hospital quality. When we decide whether to provide our hospital's data to commentators, my colleagues in leadership and I

consider the fairness and accuracy of each commentator's methodology for processing and compiling data because we know that patients base important medical decisions on these types of reports.

19. For those reasons, since 2021, the Medical Center has declined to respond to The Leapfrog Group's ("TLG") "Hospital Survey." During the height of the pandemic, we concluded TLG's methodology—which does not include a facilities visit or any effort to speak directly with patients or providers—is not reliable and generates inaccurate and misleading results that harm our hospital, our patients, and our community. It is apparent to us as veteran medical providers that TLG's "grades" do not reflect patient outcomes or quality of care at the Medical Center. Given the serious problems in TLG's methodology, it was clear to our leadership that the Medical Center, its doctors, its patients, and the community would benefit far more from us no longer spending time, energy, and funds towards providing TLG the onerous data it sought and instead redirecting those resources towards patient services and providing the highest quality care.

20. Just six months before the Medical Center stopped participating in TLG's Hospital Survey, it had received a B grade from TLG. At that time, the Medical Center had never received a D or F.

21. When the Medical Center stopped participating in TLG's Hospital Survey, we expected TLG would simply omit the Medical Center from its Hospital Safety Grades. That would have been the responsible thing to do, because without us providing the necessary voluntary data, TLG would not have sufficient information to accurately assess the quality of the Medical Center's care.

22. We were surprised to see the Medical Center was still graded by TLG when it released its Spring 2022 Hospital Safety Grades. We have been surprised to see TLG continue to

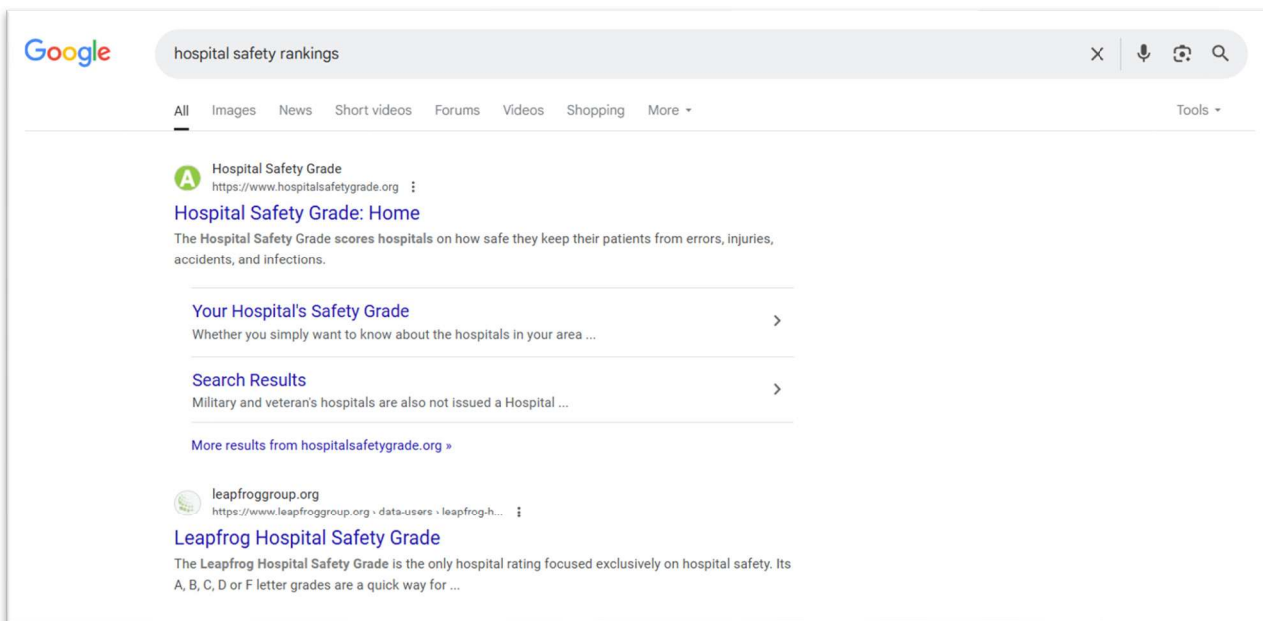
grade the Medical Center every six months even though the Medical Center last participated in the TLG Hospital Survey in 2021.

23. In Fall 2024, TLG adjusted its grading methodology as noted below and continued to grade the Medical Center. Even though we did not respond to the 2022, 2023, or 2024 TLG Hospital Surveys, TLG assigned the Medical Center a “D” in 2024. **See Exhibit 1** (Attached as Exhibit 1 is a true and correct copy of a screen-shot of TLG’s Fall 2024 grade for the Medical Center). Rather than actually assess our hospital, TLG simply went ahead to “impute” failing scores into its formula to “grade”—and effectively penalize—the Medical Center even though it did not participate. And this month, even though the Medical Center did not participate in TLG’s 2024 Hospital Survey, TLG still assigned our facility a “D.” **See Exhibit 2** (Attached as Exhibit 2 is a true and correct copy of a screen-shot of TLG’s Spring 2025 grade for the Medical Center).

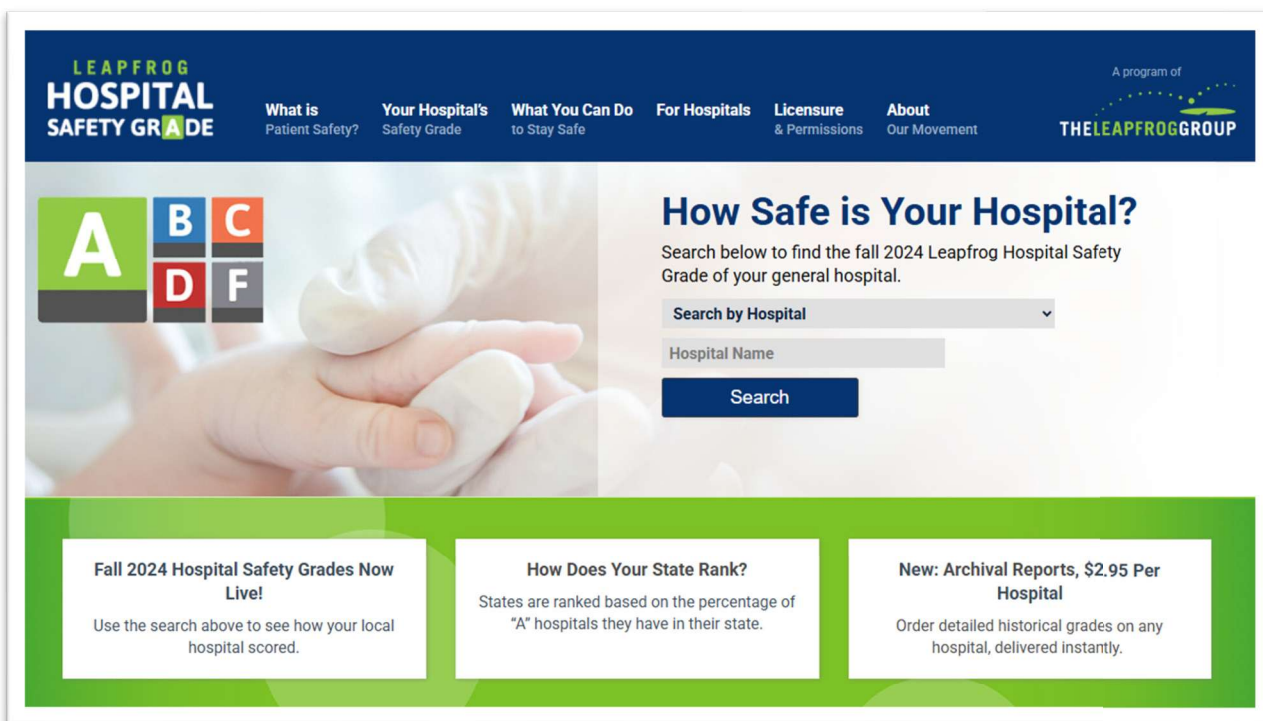
24. ***TLG’s Misleading “Safety Grades” Do Not Accurately Assess Quality of Care.*** TLG’s scoring methodology is reflected in the “TLG Calculator” it shares with hospitals before publicly releasing final scores. It shows that if you participate in its pay-to-play, time-consuming Hospital Survey, TLG assigns you a better grade. **See Exhibit 3** (Attached as Exhibit 3 is a true and correct copy of the TLG Spring 2025 Calculator TLG shared with the Medical Center). The Medical Center’s data shows that TLG’s score for Computerized Provider Order Entry (“CPOE”), Bar Code Medication Administration (“BCMA”), ICU Physician Staffing (“IPS”), and Hand Hygiene Score measures are inaccurate. The Medical Center has a computerized provider order entry program, satisfactory bar code medication system, and comprehensive hand hygiene practices and equipment. Further, its ICU is well-staffed with qualified physicians and nurses. Despite these facts, because we decline to participate in TLG’s data requests, our “score” for each of these metrics is the lowest possible because we do not participate in the TLG Hospital Survey.

25. The hand hygiene score for TLG is particularly misleading. TLG gives hospitals higher grades for a self-reported handwashing score. But every hospital has a hand hygiene policy and participating hospitals can therefore easily self-report to TLG that they have one to secure a high score. What really matters, though, for assessing hospital quality is not the *existence* of a handwashing policy but rather how a hospital enforces it. TLG does *nothing* to evaluate whether hospitals actually enforce their handwashing policies. The hand hygiene score therefore is a good illustration for how TLG inflates the grades of participating hospitals in a way that does not at all provide any differentiation in hospital quality or safety. All hospitals self-report a high score for having a hand hygiene policy even though everyone knows TLG has no real way to assess the only true metric—policy compliance—that matters for assessing quality and care. Non-participating hospitals, by contrast, are assigned the lowest possible score, telling patients effectively that the hospitals have no handwashing policy at all.

26. ***TLG Deceives Our Potential and Current Patients with Deceptive “Safety Grades” Easily Reached on Google.*** Having worked in healthcare for over 25 years, I know patients looking for hospital care often will search online for hospital rankings and safety information before coming to the Medical Center or other hospitals they visit for care. TLG’s purported “safety grades” in particular are very accessible and provide simplified information that is easy for patients to digest but really misleading. For instance, when a potential patient or even an existing patient Googles “hospital safety rankings,” the top two results are TLG’s websites, www.hospitalsafetygrade.org and www.leapfroggroup.org:



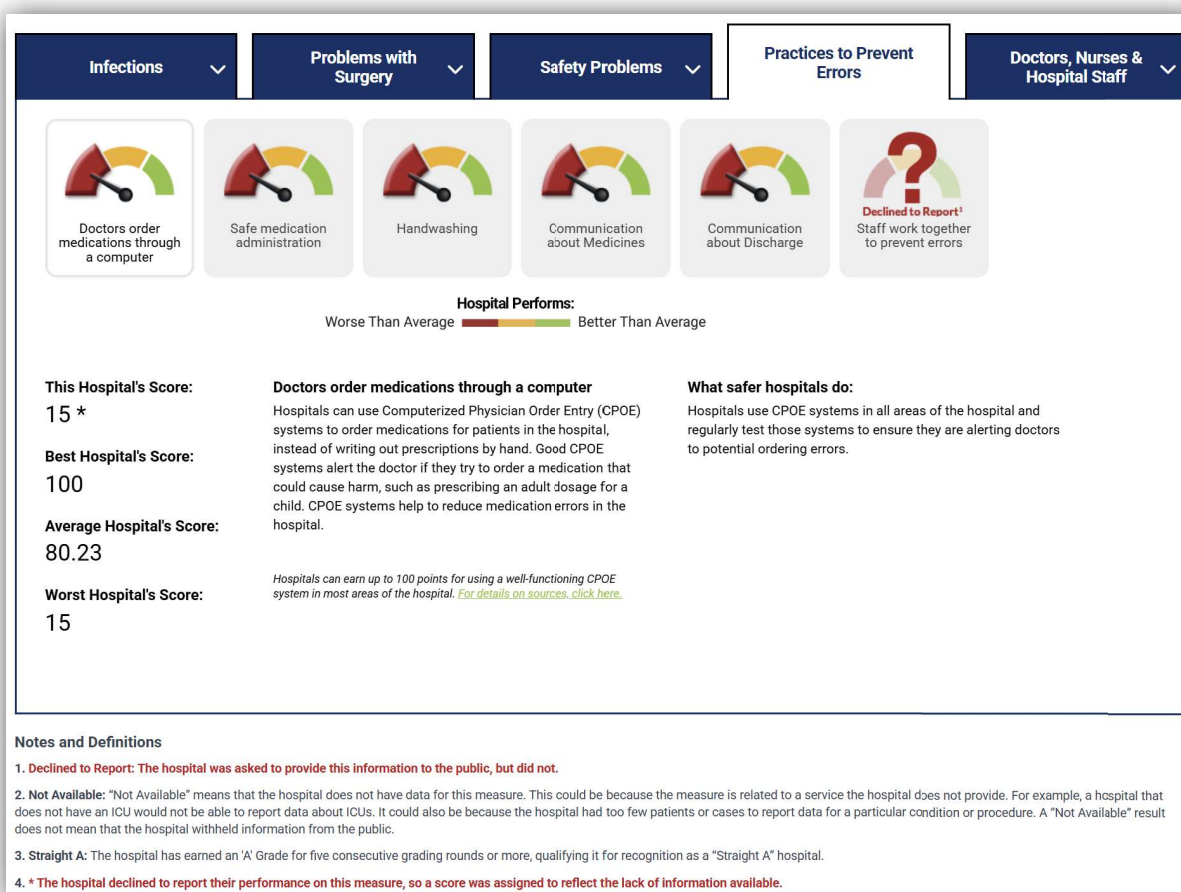
27. If a prospective patient clicks on the top link, it brings her to <https://www.hospitalsafetygrade.org/>. There, TLG asks her in big bold letters, “How Safe is Your Hospital,” encouraging the user to search for her local hospital.



28. Once a patient searches for the Medical Center she is immediately confronted with the following image—an alarming “D” grade, the meaning of which even an elementary school student would understand:

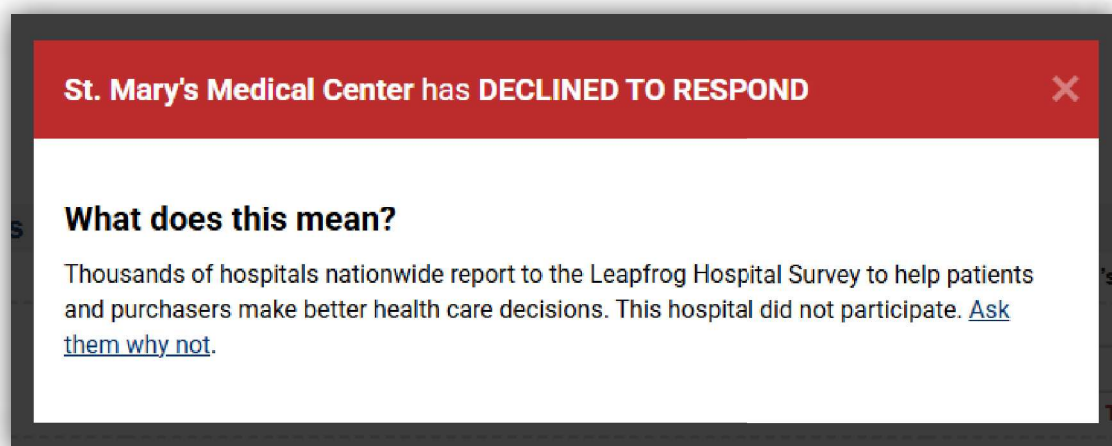


29. When the user clicks on “View the full Score” she sees inaccurate and misleading information about the Medical Center:



30. At the bottom of the page, TLG discloses—in a small font and in footnotes—that the Medical Center did not provide data to TLG.

31. TLG's approach on hospitalsafetygrades.org is really disturbing in light of how TLG lists information about our hospital on its other website—leapfroggroup.org. On ratings provided on leapfroggroup.org, searching for the Medical Center does not provide any "D" grade at all. Instead, on *that* website, TLG states clearly that the Medical Center did not provide data to TLG sufficient to rate the hospital:



32. TLG's leapfroggroup.org website also transparently articulates that TLG has inadequate information to rate our hospital:

Preventing Patient Harm		
Measure name	Leapfrog's Standard	Hospital's Progress
Nursing and Bedside Care for Patients	Hospitals should have nurse staffing plans in place that ensure there are enough nurses of all types (i.e., registered nurses, licensed practical nurses, or unlicensed assistive personnel) to provide direct care to patients in medical, surgical, or med-surg units each day.	 DECLINED TO RESPOND
Nursing Care for Patients	Hospitals should have nurse staffing plans in place that ensure there are enough registered nurses (RNs) to provide direct care to patients in medical, surgical, or med surg units each day.	 DECLINED TO RESPOND

It is therefore confusing that TLG's separate website—hospitalsafetygrade.org—actually goes on to grade the Medical Center with a “D” and fails to provide similar disclosures when displaying the Medical Center's purported “D” grade. TLG knows how to tell patients that it lacks data sufficient to rate the Medical Center, but it clearly chooses not to do that on hospitalsafetygrade.org.

33. ***TLG's “Safety Grades” Harm the Medical Center, Its Patients, and Its Community.*** TLG's Hospital Grades harm patients by misleading them as to the quality of the

Medical Center. That in turn causes them to doubt the quality of the care they would receive at the facility, harming the facility's reputation and damaging its goodwill in the community.

34. TLG's grades mislead patients into seeking care from facilities other than the Medical Center, even though the Medical Center provides patients with specialized emergency care not available at other hospitals. As a Level I adult and pediatric Trauma Center, Joint Commission Comprehensive Stroke Center, Level III NICU, and RPICC, the Medical Center is a facility certain patients in our region absolutely have to come to for critical, emergency care. When patients go to facilities that are not capable of performing the emergent care they need, they often have to be transferred to our facility, which is more suitable for their needs. For example, patients see the TLG Hospital Safety Grade "A" for Jupiter Medical Center and think it is the best place for all patients and health conditions. They arrive there only to learn Jupiter Medical Center doesn't have the facilities needed to treat all conditions, requiring an expensive and time consuming transfer to the Medical Center by ambulance. Last year alone, Jupiter Medical Center transferred more than 500 patients to our Medical Center. Since 2022, Jupiter Medical Center has transferred over 1,500 patients to us. As a result, because of TLG's misleading grades, the patients are billed by two hospitals and an ambulatory service instead of just the one hospital. And, more importantly, from a patient outcome perspective, because of TLG's misleading grades, avoiding the Medical Center to go to another facility only to be transferred to us delays necessary treatment, which risks death or worsening of the medical condition.

35. The patient harm that results from TLG's misleading grades is particularly dangerous when it deters adults from bringing their high-risk children to the Medical Center. As I mentioned above, the Medical Center is the only children's hospital between Orlando and Ft. Lauderdale. The Medical Center provides patients with the specialists, physicians, nurses,

technology, and facilities they need to survive (and thrive) during serious and risky procedures patients cannot get elsewhere. That is particularly true for pediatric patients. But when the public looks at the Medical Center's TLG score, it sees a "D" and does not recognize that the grade ignores entirely the Medical Center's premier Children's Center. As a result, parents who need to have their children see the specialists that are only available in the greater Palm Beach area at the Medical Center (160 children's specialists in 33 subspecialties), are viewing and being misled by a hospital grade that does not even apply to the services they are seeking. That means patients may risk further complication and delay in care if they decide to go to another facility first. It is painful to think about parents and loved ones, who are just trying to get their children the care they need, relying on an inapplicable misleading grade, wasting critical time and risking medical outcomes.

36. The Medical Center has experienced significant reputational damage and loss of goodwill due to TLG's misleading Hospital Grades. The Medical Center's Board of Directors have informed me that they have been barraged by community constituents and leaders about the Medical Center's poor TLG Hospital Safety Grade. Consistent with that damage, since TLG released its Fall 2024 grade, the Medical Center has seen a drop in both elective and emergent patient encounters. **See Exhibit 4** (Attached as Exhibit 4 is a true and correct copy of Palm Beach Health Network key patient indicators FY 2024 and YTD March 2025). Attempting to counteract the inaccurate, negative picture TLG has created in the community has required time and resources that could have otherwise been spent continuing to improve patient care.

37. Confirming the damage to the Medical Center's reputation and goodwill, our medical leadership has received direct inquiries from patients regarding their concerns about TLG's grades and related public reports. The Medical Center's physicians have expressed their

frustration with me and my staff that the TLG Hospital Safety Grade is not representative of what they see and experience at the Medical Center.

38. If TLG is permitted to grade and keep grading the Medical Center, it will lose patients, practices, revenue, business opportunities, and goodwill because the continued misleading “grade” and subsequent rounds of additional grades will mislead patients about the quality of our care. The Medical Center’s reputation will be unfairly maligned. And—over time—it will only get worse because the consistent low grades (reflecting lack of participation not a lack of quality) will misleadingly communicate to patients that we have failed to improve—a representation that just doesn’t comport with reality. The Medical Center anticipates we will experience this same harm each time TLG releases its misleading “grades”—a harm that will essentially compound each time we purportedly “fail.”

39. The Medical Center has worked tirelessly to ensure it is providing high quality care and improving patient health outcomes. But TLG’s grade—which is based off cherry-picked and stale data—inaccurately reflects that performance has worsened, rather than improved. TLG does not accurately measure quality or reflect whether a hospital will deliver quality healthcare outcomes.

Pursuant to 28 U.S.C. § 1746, I declare under penalty of perjury that the foregoing is true and correct.

Executed on May 13, 2025

Signed:



CYNTHIA MCCAULEY

Exhibit 1



Hospital Details

St. Mary's Medical Center

901 45th Street
West Palm Beach, FL 33407-2495

This Hospital's Grade



Outcomes measures include errors, accidents, and injuries that this hospital has publicly reported.

Measure	The Hospital's Score	Worst Performing Hospital	Avg. Performing Hospital	Best Performing Hospital	Data Source	Time Period Covered
Dangerous object left in patient's body	0.000	0.327	0.014	0.000	CMS	07/01/2021 - 06/30/2023
Air or gas bubble in the blood	0.000	2.890	0.002	0.000	CMS	07/01/2021 - 06/30/2023
Patient falls and injuries	0.665	1.942	0.385	0.000	CMS	07/01/2021 - 06/30/2023
Infection in the blood	0.426	2.534	0.687	0.000	CMS	10/01/2022 - 09/30/2023
Infection in the urinary tract	1.227	2.550	0.577	0.000	CMS	10/01/2022 - 09/30/2023
Surgical site infection after colon surgery	0.597	3.534	0.852	0.000	CMS	10/01/2022 - 09/30/2023
MRSA Infection	0.357	2.696	0.746	0.000	CMS	10/01/2022 - 09/30/2023
C. diff. Infection	0.448	1.699	0.418	0.000	CMS	10/01/2022 - 09/30/2023
Death from treatable serious complications	133.07	222.68	168.34	86.68	CMS	07/01/2020 - 6/30/2022

Harmful Events	0.92	2.74	1.01	0.55	CMS	07/01/2020 - 6/30/2022
Dangerous bed sores *	0.43	6.31	0.58	0.05	CMS	07/01/2020 - 6/30/2022
Collapsed lung *	0.22	0.51	0.25	0.12	CMS	07/01/2020 - 6/30/2022
Falls causing broken hips *	0.09	0.13	0.09	0.06	CMS	07/01/2020 - 6/30/2022
Blood Leakage *	2.68	6.10	2.50	1.10	CMS	07/01/2020 - 6/30/2022
Kidney injury after surgery *	1.57	4.55	1.57	0.47	CMS	07/01/2020 - 6/30/2022
Serious breathing problem *	8.47	49.00	9.19	2.73	CMS	07/01/2020 - 6/30/2022
Dangerous blood clot *	2.39	7.51	3.62	1.61	CMS	07/01/2020 - 6/30/2022
Sepsis infection after surgery *	5.99	13.49	5.33	2.17	CMS	07/01/2020 - 6/30/2022
Surgical wound splits open *	2.44	4.40	2.01	0.89	CMS	07/01/2020 - 6/30/2022
Accidental cuts and tears *	1.00	3.43	1.10	0.35	CMS	07/01/2020 - 6/30/2022

* This measure is a part of the Harmful Events Composite and is not used for scoring.

Process measures include the management structures and procedures a hospital has in place to protect patients from errors, accidents, and injuries.

Measure	The Hospital's Score	Worst Performing Hospital	Avg. Performing Hospital	Best Performing Hospital	Data Source	Time Period Covered
Doctors order medications through a computer	15	15	79.04	100	Imputation Model Applied	Not Applicable
Safe medication administration	25	25	80.51	100	Imputation Model Applied	Not Applicable
Specially trained doctors care for ICU patients	5	5	64.45	100	Imputation Model Applied	Not Applicable
Effective leadership to prevent errors	Declined to Report	27.69	117.40	120.00	2024 Leapfrog Hospital Survey	2024
Staff work together to prevent errors	Declined to Report	0.00	116.60	120.00	2024 Leapfrog Hospital Survey	2024
Nursing and Bedside Care for Patients	Declined to Report	15	76.10	100	2024 Leapfrog Hospital Survey	01/01/2023 - 12/31/2023
Handwashing	15	15	72.43	100	Imputation Model Applied	Not Applicable

Communication with nurses	85	76	90.04	97	CMS	10/01/2022 - 09/30/2023
Communication with doctors	86	77	89.80	99	CMS	10/01/2022 - 09/30/2023
Responsiveness of hospital staff	75	55	81.48	96	CMS	10/01/2022 - 09/30/2023
Communication about medicines	67	55	74.33	93	CMS	10/01/2022 - 09/30/2023
Communication about discharge	78	64	85.14	98	CMS	10/01/2022 - 09/30/2023



The Leapfrog Hospital Safety Grade

The Leapfrog Hospital Safety Grade is a public service provided by The Leapfrog Group, an

independent nonprofit organization committed to driving quality, safety, and transparency in the U.S. health system.

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Exhibit 2



Hospital Details

St. Mary's Medical Center

901 45th Street
West Palm Beach, FL 33407-2495

This Hospital's Grade



Outcomes measures include errors, accidents, and injuries that this hospital has publicly reported.

Measure	The Hospital's Score	Worst Performing Hospital	Avg. Performing Hospital	Best Performing Hospital	Data Source	Time Period Covered
Dangerous object left in patient's body	0.000	0.327	0.014	0.000	CMS	07/01/2021 - 06/30/2023
Air or gas bubble in the blood	0.000	2.890	0.002	0.000	CMS	07/01/2021 - 06/30/2023
Patient falls and injuries	0.665	1.926	0.384	0.000	CMS	07/01/2021 - 06/30/2023
Infection in the blood	0.229	2.782	0.651	0.000	CMS	01/01/2023 - 12/31/2023
Infection in the urinary tract	1.217	2.512	0.540	0.000	CMS	01/01/2023 - 12/31/2023
Surgical site infection after colon surgery	0.354	3.094	0.831	0.000	CMS	01/01/2023 - 12/31/2023
MRSA Infection	0.829	2.850	0.719	0.000	CMS	01/01/2023 - 12/31/2023
C. diff. Infection	0.370	1.607	0.401	0.000	CMS	01/01/2023 - 12/31/2023
Death from treatable serious complications	152.54	235.51	177.45	84.66	CMS	07/01/2021 - 06/30/2023

Harmful Events	0.91	3.10	1.00	0.53	CMS	07/01/2021 - 06/30/2023
Dangerous bed sores *	0.20	7.50	0.64	0.05	CMS	07/01/2021 - 06/30/2023
Collapsed lung *	0.22	0.65	0.25	0.10	CMS	07/01/2021 - 06/30/2023
Falls causing broken hips *	0.26	0.56	0.29	0.15	CMS	07/01/2021 - 06/30/2023
Blood Leakage *	2.44	5.53	2.42	1.01	CMS	07/01/2021 - 06/30/2023
Kidney injury after surgery *	1.69	4.60	1.69	0.74	CMS	07/01/2021 - 06/30/2023
Serious breathing problem *	12.36	57.80	10.53	1.94	CMS	07/01/2021 - 06/30/2023
Dangerous blood clot *	3.66	8.15	3.90	1.56	CMS	07/01/2021 - 06/30/2023
Sepsis infection after surgery *	5.50	12.56	5.63	1.95	CMS	07/01/2021 - 06/30/2023
Surgical wound splits open *	1.79	4.00	1.87	1.13	CMS	07/01/2021 - 06/30/2023
Accidental cuts and tears *	0.84	2.41	0.89	0.28	CMS	07/01/2021 - 06/30/2023

* This measure is a part of the Harmful Events Composite and is not used for scoring.

Process measures include the management structures and procedures a hospital has in place to protect patients from errors, accidents, and injuries.

Measure	The Hospital's Score	Worst Performing Hospital	Avg. Performing Hospital	Best Performing Hospital	Data Source	Time Period Covered
Doctors order medications through a computer	15	15	80.23	100	Imputation Model Applied	Not Applicable
Safe medication administration	25	25	81.87	100	Imputation Model Applied	Not Applicable
Specially trained doctors care for ICU patients	5	5	65.15	100	Imputation Model Applied	Not Applicable
Effective leadership to prevent errors	Declined to Report	9.23	117.49	120.00	2024 Leapfrog Hospital Survey	2024
Staff work together to prevent errors	Declined to Report	0.00	116.85	120.00	2024 Leapfrog Hospital Survey	2024
Nursing and Bedside Care for Patients	Declined to Report	15	77.07	100	2024 Leapfrog Hospital Survey	01/01/2023 - 12/31/2023
Handwashing	15	15	74.40	100	Imputation Model Applied	Not Applicable

Communication with nurses	86	73	90.19	97	CMS	01/01/2023 - 12/31/2023
Communication with doctors	86	73	89.91	97	CMS	01/01/2023 - 12/31/2023
Responsiveness of hospital staff	75	55	81.63	95	CMS	01/01/2023 - 12/31/2023
Communication about medicines	69	55	74.42	93	CMS	01/01/2023 - 12/31/2023
Communication about discharge	80	67	85.25	97	CMS	01/01/2023 - 12/31/2023



The Leapfrog Hospital Safety Grade

The Leapfrog Hospital Safety Grade is a public service provided by The Leapfrog Group, an

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Exhibit 3

Note: If you have a score of:

-- zero (0), enter 0, in Column E.

-- Not Available or Declined to Report for a measure, enter N/A in Column E.

April 2025

Measure Domain	Measure	Enter Your Hospital's Score Here (Do NOT Leave Blanks)	Mean	Standard Deviation	Z-Score ¹		Inputs to Weighting Individual Measures ²				Weight ³		Weighted Measure Score (Modified Z-Score x Final Weight)
					Original Z-Score	Modified Z-Score	Evidence	Opportunity	Impact	Number of Component Measures ⁴	Standard Weight	Final Weight (N/A redistributes)	
Process/Structural Measures	Computerized Physician Order Entry (CPOE)	15	80.23	34.14	-1.9104	-1.9104	2	1.43	3	1	6.157%	7.9%	-0.1507
	Bar Code Medication Administration (BCMA)	25	81.87	30.45	-1.8675	-1.8675	2	1.37	3	1	6.000%	7.7%	-0.1435
	ICU Physician Staffing (IPS)	5	65.15	43.73	-1.3754	-1.3754	2	1.67	3	1	6.881%	8.8%	-0.1212
	Safe Practice 1: Culture of Leadership Structures and Systems	N/A	117.49	6.79	N/A	N/A	1	1.06	2	1	3.056%	0.0%	0.0000
	Safe Practice 2: Culture Measurement, Feedback, & Intervention	N/A	116.85	13.98	N/A	N/A	1	1.12	2	1	3.178%	0.0%	0.0000
	Total Nursing Care Hours per Patient Day	N/A	77.07	31.61	N/A	N/A	2	1.41	2	1	4.729%	0.0%	0.0000
	Hand Hygiene	15	74.40	36.14	-1.6434	-1.6434	2	1.49	2	1	4.877%	6.2%	-0.1027
	H-COMP-1: Nurse Communication	86	90.19	2.51	-1.6678	-1.6678	1	1.03	2	1	2.998%	3.8%	-0.0640
	H-COMP-2: Doctor Communication	86	89.91	2.48	-1.5761	-1.5761	1	1.03	2	1	2.997%	3.8%	-0.0605
	H-COMP-3: Staff Responsiveness	75	81.63	4.36	-1.5206	-1.5206	1	1.05	2	1	3.048%	3.9%	-0.0594
	H-COMP-5: Communication about Medicines	69	74.42	4.13	-1.3141	-1.3141	1	1.06	2	1	3.052%	3.9%	-0.0514
	H-COMP-6: Discharge Information	80	85.25	3.70	-1.4175	-1.4175	1	1.04	2	1	3.028%	3.9%	-0.0550
Outcome Measures	Foreign Object Retained	0.000	0.014	0.05	0.2755	0.2755	1	3.00	2	1	4.208%	4.2%	0.0116
	Air Embolism	0.000	0.002	0.06	0.0348	0.0348	1	3.00	1	1	2.405%	2.4%	0.0008
	Falls and Trauma	0.665	0.384	0.40	-0.6972	-0.6972	2	2.05	3	1	4.894%	4.9%	-0.0341
	CLABSI	0.229	0.651	0.55	0.7637	0.7637	2	1.85	3	1	4.536%	4.5%	0.0346
	CAUTI	1.217	0.540	0.49	-1.3710	-1.3710	2	1.91	3	1	4.654%	4.7%	-0.0638
	SSI: Colon	0.354	0.831	0.69	0.6932	0.6932	2	1.83	2	1	3.400%	3.4%	0.0236
	MRSA	0.829	0.719	0.59	-0.1858	-0.1858	2	1.82	3	1	4.489%	4.5%	-0.0083
	C. Diff.	0.370	0.401	0.33	0.0937	0.0937	2	1.81	3	1	4.474%	4.5%	0.0042
	PSI 4: Death rate among surgical inpatients with serious treatable conditions	152.54	177.45	24.02	1.0371	1.0371	1	1.14	2	1	1.966%	2.0%	0.0204
	CMS Medicare PSI 90: Patient safety and adverse events composite	0.91	1.00	0.20	0.4708	0.4708	1	1.20	2	10	14.974%	15.0%	0.0705
Process Measure Domain Score:		-0.8083											
Outcome Measure Domain Score:		0.0595											
Process/Outcome Domains - Combined Score:		-0.7488											
Normalized Numerical Score:		2.2512											
Hospital Safety Grade (Letter Grade):		D											

Additional Resources:

¹Please refer to the 'Calculating Z-scores' section of the methodology document for more details.

²Please refer to the 'Weighting Individual Measures' section of the methodology document for more details.

³Please refer to the 'Dealing with Missing Data' section of the methodology document for more details.

⁴Please refer to the 'Number of Component Measures' section of the methodology document for more details.

Exhibit 4

Palm Beach Health Network
KEY INDICATORS
FY 2024 and YTD March 2025

FACILITY	FY 2024				YTD March 2025			
	ACTUAL	PRIOR YEAR	VAR	PCT	ACTUAL	PRIOR YEAR	VAR	PCT
Total Admissions								
Delray Medical Center	22,606	20,467	2,139	10.5%	6,632	5,699	933	16.4%
Good Samaritan Medical Center	10,326	9,914	412	4.2%	2,773	2,618	155	5.9%
Palm Beach Gardens Medical Center	9,314	9,408	(94)	-1.0%	2,487	2,508	(21)	-0.8%
St. Mary's Medical Center	18,239	16,541	1,698	10.3%	4,562	4,432	130	2.9%
West Boca Medical Center	9,154	8,579	575	6.7%	2,225	2,348	(123)	-5.2%
Admits- Palm Beach Market	69,639	64,909	4,730	7.3%	18,679	17,605	1,074	6.1%
Total OP Visits								
Delray Medical Center	92,747	88,490	4,257	4.8%	25,663	24,942	721	2.9%
Good Samaritan Medical Center	97,110	100,243	(3,133)	-3.1%	24,775	25,223	(448)	-1.8%
Palm Beach Gardens Medical Center	44,351	46,378	(2,027)	-4.4%	11,311	11,895	(584)	-4.9%
St. Mary's Medical Center	98,829	104,341	(5,512)	-5.3%	24,313	25,104	(791)	-3.2%
West Boca Medical Center	68,508	74,678	(6,170)	-8.3%	15,152	19,307	(4,155)	-21.5%
Total O/P Visits - Palm Beach Market	401,545	414,130	(12,585)	-3.0%	101,214	106,471	(5,257)	-4.9%
Total Surgeries								
Delray Medical Center	8,299	8,317	(18)	-0.2%	2,221	2,190	31	1.4%
Good Samaritan Medical Center	7,203	7,426	(223)	-3.0%	1,914	1,835	79	4.3%
Palm Beach Gardens Medical Center	5,328	5,638	(310)	-5.5%	1,271	1,422	(151)	-10.6%
St. Mary's Medical Center	8,688	8,671	17	0.2%	1,976	2,195	(219)	-10.0%
West Boca Medical Center	7,176	7,888	(712)	-9.0%	1,584	1,813	(229)	-12.6%
Total Surgeries - Palm Beach Market	36,694	37,940	(1,246)	-3.3%	8,966	9,455	(489)	-5.2%
IP Surgeries								
Delray Medical Center	4,672	4,736	(64)	-1.4%	1,250	1,225	25	2.0%
Good Samaritan Medical Center	2,461	2,489	(28)	-1.1%	706	613	93	15.2%
Palm Beach Gardens Medical Center	2,117	2,118	(1)	0.0%	522	562	(40)	-7.1%
St. Mary's Medical Center	5,299	4,733	566	12.0%	1,198	1,315	(117)	-8.9%
West Boca Medical Center	2,274	2,099	175	8.3%	525	566	(41)	-7.2%
I/P Surgeries - Palm Beach Market	16,823	16,175	648	4.0%	4,201	4,281	(80)	-1.9%
OP Surgeries								
Delray Medical Center	3,627	3,581	46	1.3%	971	965	6	0.6%
Good Samaritan Medical Center	4,742	4,937	(195)	-3.9%	1,208	1,222	(14)	-1.1%
Palm Beach Gardens Medical Center	3,211	3,520	(309)	-8.8%	749	860	(111)	-12.9%
St. Mary's Medical Center	3,389	3,938	(549)	-13.9%	778	880	(102)	-11.6%
West Boca Medical Center	4,902	5,789	(887)	-15.3%	1,059	1,247	(188)	-15.1%
O/P Surgeries - Palm Beach Market	19,871	21,765	(1,894)	-8.7%	4,765	5,174	(409)	-7.9%
Total Emergent Encounters								
Delray Medical Center	57,148	56,017	1,131	2.0%	15,471	15,298	173	1.1%
Good Samaritan Medical Center	54,367	53,550	817	1.5%	14,141	14,401	(260)	-1.8%
Palm Beach Gardens Medical Center	29,613	30,395	(782)	-2.6%	7,727	7,890	(163)	-2.1%
St. Mary's Medical Center	65,986	66,542	(556)	-0.8%	16,475	16,544	(69)	-0.4%
West Boca Medical Center	47,198	47,686	(488)	-1.0%	10,973	12,495	(1,522)	-12.2%
Total Emergent Encounters - Palm Beach Market	254,312	254,190	122	0.0%	64,787	66,628	(1,841)	-2.8%
Total Elective Encounters								
Delray Medical Center	58,205	52,940	5,265	9.9%	16,824	15,343	1,481	9.7%
Good Samaritan Medical Center	53,069	56,607	(3,538)	-6.3%	13,407	13,440	(33)	-0.2%
Palm Beach Gardens Medical Center	24,052	25,391	(1,339)	-5.3%	6,071	6,513	(442)	-6.8%
St. Mary's Medical Center	51,082	54,340	(3,258)	-6.0%	12,400	12,992	(592)	-4.6%
West Boca Medical Center	30,464	35,571	(5,107)	-14.4%	6,404	9,160	(2,756)	-30.1%
Total Elective Encounters - Palm Beach Market	216,872	224,849	(7,977)	-3.5%	55,106	57,448	(2,342)	-4.1%
Hospital Employee count								
	Employees	Contract	Total					
Delray Medical Center	1,497	431	1,928					
Good Samaritan Medical Center	738	132	870					
Palm Beach Gardens Medical Center	658	155	813					
St. Mary's Medical Center	1,363	181	1,544					
West Boca Medical Center	561	116	677					
Total Employees	4,817	1,015	5,832					