

# Lost Business Report

Date Range: 01/01/10 – 01/31/10  
 Organizations: Mountain Crest, Heritage Manor and Springdale NH

## Mountain Crest

Expired						Subtotal: 4
123604	General Hospital	1/1/2010 13:47	1/1/2010 14:47	1/1/2010 15:30	Patient deceased in hospital - MI	
123585	Riverdale Medical Cnt	1/5/2010 10:47	1/5/2010 10:47	1/5/2010 13:00	Patient deceased in hospital - CVA + MI	
123578	Shelby Hospital	1/13/2010 13:47	1/15/2010 14:17	1/15/2010 9:47	Patient deceased in route to facility - MI	
123571	Gwinnett Hospital Sys	1/23/2010 13:47	1/23/2010 13:47	1/23/2010 16:47	Patient deceased in hospital	
Competition - Family Choice						Subtotal: 2
123477	General Hospital	1/23/2010 13:47	1/23/2010 13:47	1/24/2010 13:47	Going to another county - Fairview NH - 30 miles	
123501	Blue Ridge LTAC	1/25/2010 14:47	1/26/2010 13:47	1/27/2010 13:47	Patient going OOS - closer to family caregiver	
Discharged - Home						Subtotal: 3
123475	General Hospital	1/3/2010 13:47	1/3/2010 13:57	1/4/2010 10:47	Home Health Division to handle care	
123489	General Hospital	1/10/2010 13:47	1/11/2010 11:47	1/11/2010 13:47	Home Health - Hospice care	
123482	Shelby Hospital	1/12/2010 13:47	1/12/2010 13:47	1/13/2010 13:47	RTC home health	
<b>Total: 9</b>						

# Lost Business Report

Date Range: 01/01/10 – 01/31/10  
 Organizations: Mountain Crest, Heritage Manor and Springdale

## Heritage Manor

Lost Reason	Referral ID	Referral Source	Referral Date	Viewed Date	Lost Date	Lost Note	
Expired	123604	General Hospital	1/2/2010 13:47	1/2/2010 13:47	1/5/2010 13:47	Patient deceased - MI w/Comp	<b>Subtotal: 4</b>
	123585	Gwinnett Hospital Sys	1/13/2010 13:47	1/13/2010 13:47	1/15/2010 13:47	Patient deceased enroute - accident	
	123578	Shelby Medical Cnt	1/23/2010 11:37	1/23/2010 13:47	1/25/2010 13:47	Patient deceased MI	
	123571	Riverdale Medical Cnt	1/20/2010 13:47	1/21/2010 13:47	1/23/2010 13:47	DOA	
Competition - Response Time	123475	Blue Ridge LTAC	1/3/2010 13:47	1/3/2010 14:47	1/4/2010 10:27	2 other competitors responded quicker	<b>Subtotal: 3</b>
	123489	Gwinnett Hospital Sys	1/19/2010 13:47	1/19/2010 16:47	1/20/2010 13:47	Didn't respond same day	
	123482	Shelby Medical Cnt	1/23/2010 13:47	1/23/2010 15:47	1/24/2010 10:47	Lost to Ringgold NH	
							<b>Total: 7</b>

## Springdale

Lost Reason	Referral ID	Referral Source	Referral Date	Viewed Date	Lost Date	Lost Note	
Competition - Services Requested	123475	Gwinnett Hospital Sys	1/7/2010 13:47	1/7/2010 15:47	1/8/2010 17:47	Bariatric services required - we do not offer	<b>Subtotal: 3</b>
	123489	General Hospital	1/14/2010 10:17	1/14/2010 13:47	1/14/2010 16:47	Bariatric services required - we do not offer	
	123482	General Hospital	1/23/2010 13:47	1/23/2010 13:47	1/23/2010 16:47	Bariatric services required - we do not offer	
							<b>Total: 3</b>