



Enterprise Goals

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FY16 Enterprise Performance

	Threshold	Target	Max	Actual Performance FY16
MORTALITY				
Observed to Expected (O/E)	≤ 0.84	≤ 0.82	≤ 0.80	0.80
PATIENT SAFETY				
Patient Safety Indicator 90 (Harm Score)	≤ 0.68	≤ 0.64	≤ 0.59	0.68
Hospital Acquired Infections (6 total)	3 of 6	4 of 6	5 of 6	3 of 6
CARE CONTINUUM				
New Patient Visit Lag of ≤ 14 days (76 locations)	≥ 24 locations	≥ 31 locations	≥ 39 locations	21 locations (under threshold)
Length of Hospital Stay (LOS O/E)	≤ 1.05	≤ 1.04	≤ 1.03	1.03
Same-hospital Readmissions	≤ 10.85%	≤ 10.75%	≤ 10.65%	10.33%
PATIENT EXPERIENCE				
Inpatient Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey Domains (9 total)	6 of 9	7 of 9	8 of 9	5 of 9 (under threshold)
Ambulatory Clinician and Group Consumer Assessment of Healthcare Providers and Systems (CG-CAHPS) Survey Domains (6 total)	3 of 6	4 of 6	5 of 6	5 of 6
ENGAGEMENT				
Physician Engagement	≥ 3.66	≥ 3.70	≥ 3.74	3.52
Employee Engagement	≥ 4.05	≥ 4.09	≥ 4.13	4.08



Physician Engagement

- 2016 record participation
 - 87% response rate
- Second year for this survey





FY17 Proposed Enterprise Goals

FYTD16 Performance on
FY17 Goals

Threshold *Target* *Max*

MORTALITY				
Observed to Expected (O/E)	< 0.84	≤ 0.82	≤ 0.80	0.84
PATIENT SAFETY				
Patient Safety Indicator 90 (Harm Score)	< 0.68	≤ 0.65	≤ 0.63	0.68
Hospital Acquired Infections (6 total)	3 of 6	4 of 6	5 of 6	0 of 6
CARE CONTINUUM				
New Patient Visit Lag of ≤ 14 days (76 locations)	24 locations	31 locations	39 locations	21 locations
Length of Hospital Stay (LOS O/E)	< 1.05	≤ 1.03	≤ 1.01	1.05
Same-hospital Readmissions	< 10.33%	≤ 10.23%	≤ 10.13%	10.33%
PATIENT EXPERIENCE				
Inpatient Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey Domains (9 total)	6 of 9	7 of 9	8 of 9	4 of 9
Ambulatory Clinician and Group Consumer Assessment of Healthcare Providers and Systems (CG-CAHPS) Survey Domains (6 total)	2 of 6	3 of 6	4 of 6	1 of 6
ENGAGEMENT				
Physician Engagement	>3.52	≥3.60	≥3.67	3.52
Employee Engagement	>4.05	≥4.09	≥4.13	4.05
DIVERSITY & INCLUSION				
Diversity & Inclusion	1 of 4	2 of 4	3 of 4	0 of 4



FY17 Proposed Enterprise Goals

	Threshold	Target	Max	FYTD16 Performance on FY17 Goals
MORTALITY				
Observed to Expected (O/E)	< 0.84	≤ 0.82	≤ 0.80	0.84
PATIENT SAFETY				
Patient Safety Indicator 90 (Harm Score)	< 0.68	≤ 0.65	≤ 0.63	0.68
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CARE CONTINUUM				
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ENGAGEMENT				
Physician Engagement	>3.52	≥3.60	≥3.67	3.52
Employee Engagement	>4.05	≥4.09	≥4.13	4.05
DIVERSITY & INCLUSION				
Diversity & Inclusion	1 of 4	2 of 4	3 of 4	0 of 4