

# Proposed UMHHC Goals

## *For use in FY12 Performance Planning for Leaders*

### Patient Satisfaction

- Hospital Division: Overall Rating of Care 91
- Ambulatory Care: Overall Rating of Care 90

### Employee and faculty engagement

- Willingness to Recommend: 77
- Faculty Satisfaction with Clinical Practice

### Operating Margin

- 0% HHC margin- Manifests itself in performance metrics as follows:
  - Hospital Division
    - Adjusted Case Growth
    - Total Expense per Unit of Service
    - FTE per Unit of Service
  - Ambulatory Care Division
    - % Margin Improvement Over Last Year

### Access

- 80% of New Patients Scheduled within 4 Weeks

### Patient Care Quality and Safety (select the most appropriate for your unit)

- *Selected AHRQ Patient Safety Indicators – target: UHC “best in class” rates*
- *Selected Hospital-Acquired Infections - target benchmark: CDC, NHSN*
- *NeverEvents – target: zero*
- *CMS Core Measures – CMS value based purchasing score out of 100 points*
- *30 Day All Cause Readmission Rate – target UHC “Best in Class” rates*

### Patient Centeredness – Target CMS value based purchasing score out of 100 points.

- HCAHPS scores for 8 survey questions from VBP

### Referring Physician Satisfaction

- *How likely are you to continue referring patients to UMHS? Target 90.*

### Demonstrate Community Benefit

### Improve Diversity and Inclusion Environment within the Workforce to Address Health Inequities

### Contribute to Growth in Clinical Research