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