

All data is UCSF Health West Bay unless noted otherwise

Patient Experience		Performance		Benchmark & Trend	FY19 Goals
		FY18	Current Period		
Would Recommend Hospital (% of units, practices, services improving)		59% (45/76)	31% (11/35)	*Detailed Experience Report on Back Page	*IAP Goal: 54/ 57/ >60 Not Met
Physician Communication (% of units, practices, services improving)		67% (50/75)	45% (19/42)		*IAP Goal: 64/ 67/ >69 Not Met
Quality & Safety		Performance		Benchmark & Trend	FY19 Goals
		FY18	Month		
Clinical Outcomes	Inpatient Mortality (O/E index)	0.90 (n = 719)	0.83 (n = 59) Jul-18	0.83 (n = 59)	0.84
	Sepsis Mortality Index (O/E index)	1.16 (n = 368)	1.20 (n = 31) Jul-18	1.20 (n = 31)	1.12
	30-day All-Cause Readmissions (per monthly discharges)	11.40% (n = 4,244)	10.28% (n = 318) Jun-18	NA	< 11%
	Ambulatory Quality: Advanced Care Planning	28.92%	29.00%	PRIME goal: >90% performance already met UCSF goal: more meaningful standard adopted	36.03%
	Healthcare Equity: HTN Control in Black/African Americans	63.84%	67.18%	Total Population: 75%; White: 77%	68.32%
Zero Harm	Harm Events (actual # of harm events)	113 (monthly) 1,352 (FY18)	116 Aug-18	239	*IAP Goal: 50/75/100 Not Met
Our People		Gallup Staff Engagement Survey (Grand Mean)		UCSF Place to Do Clinical Work: MDs (Net Promoter Score: -100 to 100)	UCSF Place to Work: AHPs (Net Promoter Score: -100 to 100)
Performance		3.88 May-18		1 Mar-18	21 Mar-18
Benchmark & 3-year Trend		-----		-----	-----
FY19 Goals		pending		9	23
Financial Strength		Performance		FY19 Goals	
		FY18	Month	FY19TD	Month
Net Income UCSF Health West and East Bay	\$322M	\$15.8M Aug-18	\$29.6M	\$12.9M Aug-18	\$16.1M
		(\$2.3M)		(\$4.8M)	
	\$24,211	\$24,606 Aug-18	\$24,498	*IAP Goal Threshold: \$23,695 Target: \$23,577 Outstanding: \$23,459 Aug-18	*IAP Goal Threshold: \$23,794 Target: \$23,675 Outstanding: \$23,556
Strategic Growth		Performance		Benchmark & Trend	FY19 Goals
		FY18	Month		
Ambulatory Visits		1,492,918	6,245 Aug-18	170,798	12% increase w/RVU (compared to August FY18)
Ambulatory Access (% of practices meeting unit goal)		53%	48% Aug-18	47%	Strategic Access Practices: >75% seen in 14d All Practices: 4% increase from FY18
Inpatient Discharges		36,615	3,082 Aug-18	6,132	1.7% increase compared to FY18
Length of Stay (O/E index)		1.08	1.07 Jul-18	1.07	-----
Average Daily Bed Opportunity (# of beds created if LOS = 1.0)		49	43 Jul-18	43	-48 Vizient 1st decile
Learning Health System		Performance		Benchmark	FY18 Goals
		FY17	Current Period		
% of TN Boards with LHS Pillar populated		54% (68/126)	pending	NA	80%