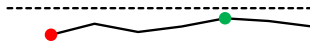


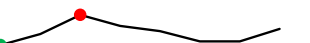








All data is UCSF Health West Bay unless noted otherwise

Patient Experience		Performance		Benchmark & Trend	FY19 Goals	
		FY18	Current Period			
Would Recommend Hospital (% of units, practices, services improving)		59%	40%			*IAP Goal: Threshold: 54% Target: 57% Outstanding: >60%
Physician Communication (% of units, practices, services improving)		67%	48%			*IAP Goal: Threshold: 64% Target: 67% Outstanding: >69%
Quality & Safety		Performance			Benchmark & Trend	FY19 Goals
		FY18	Month	FY19TD		
Clinical Outcomes	Inpatient Mortality (O/E index)	0.93 (n = 719)	0.99 (n = 78)	0.93 (n = 449)		0.88
			Jan-19			
	Sepsis Mortality Index (O/E index)	1.18 (n = 368)	1.27 (n = 46)	1.21 (n = 253)		1.16
			Jan-19			
	30-day All-Cause Readmissions (per monthly discharges)	11.40% (n = 4,299)	10.48% (n = 323)	10.73% (n = 1,984)		< 11%
			Dec-18			
Ambulatory Quality: Advanced Care Planning		28.92%	32.60%		PRIME goal: >90% performance already met UCSF goal: more meaningful standard adopted	36.03%
Healthcare Equity: HTN Control in Black/African Americans		64.19%	66.15%		Total Population: 75.05%; White: 78.20%	68.32%
Zero Harm	Harm Events (actual # of harm events)	110 (monthly) 1,324 (FY18)	100	899		*IAP Goal: Reduce 50/75/100
			Feb-19			
Our People		Gallup Staff Engagement Survey		UCSF Place to Do Clinical Work: MDs (Net Promoter Score: -100 to 100)	UCSF Place to Work: AHPs (Net Promoter Score: -100 to 100)	
		Grand Mean				Accountability Index Mean
Performance		3.88		3.66	1	21
		May-18		Mar-18	Mar-18	Mar-18
Benchmark & 3-year Trend						
FY19 Goals		3.93		3.77	9	23
Financial Strength		Performance			FY19 Goals	
		FY18	Month	FY19TD	Month	YTD
Net Income UCSF Health West and East Bay		\$293M	\$16.2M Feb-19	\$139.4M	\$17.6M Feb-19	\$61.4M
Net Income with actuarial adjustment for retirement benefits		\$175M	(\$3.9M)	(\$21.4M)	(\$2.5M)	(\$99.4M)
Operating Cost per Case (Adjusted for outpatient activity and acuity)		\$24,211	\$26,088 Feb-19	\$26,123	*IAP Goal Threshold: \$24,686 Target: \$24,562 Outstanding: \$24,439 Feb-19	*IAP Goal Threshold: \$24,601 Target: \$24,478 Outstanding: \$24,356
Strategic Growth		Performance			Benchmark & Trend	FY19 Goals
		FY18	Month	FY19TD		
Ambulatory Visits		1,492,918	148,087 Feb-19	1,271,001	8.7% increase wRVU (compared to February FY18)	5% increase
Ambulatory Access (% of practices meeting unit goal)		53%	49% Feb-19	47%	Strategic Access Practices: >75% seen in 14d All Practices: 4% increase from FY18	65%
Inpatient Discharges		36,615	2,880 Feb-19	23,762	2.6% decrease compared to FY18	3,022/25,212 (monthly/YTD)
Length of Stay (O/E index)		1.08	1.09 Jan-19	1.10		<1.00
Average Daily Bed Opportunity (# of beds created if LOS = 1.0)		49	51 Jan-19	56	-43 Vizient 1st decile	0
Learning Health System		Performance			Benchmark	FY19 Goals
		FY18	Current Period			
% of TN Boards with LHS Pillar populated		54% (68/126)	pending		NA	TBD

Patient Experience			IAP Performance (# of Improved/Total Groups)		Performance (Top Box/Mean Score)		National Rank (%ile)	
			FY19TD		FY19TD vs. FY18	Quarterly Trend	FY19TD	
Would Recommend	Inpatient Adult		(4/5)		↓		92	
	Inpatient Peds	Peds Unit	(3/3)		↑		99	
		ICN	(0/1)		↓		54	
		Birth Center	(0/1)		↓		59	
	Outpatient		(4/12)		↓		36	
	Emergency Services		(1/2)		↓		40	
	Outpatient Periop		(0/4)		↓		53	
	Diagnostic & Treatment Svcs**		(1/5)		↓		41	
	Behavioral Health	Inpatient	(0/1)		↓		39	
Outpatient		(1/1)		↑		22		
Physician Communication	Inpatient Adult		(8/16)		↑		74	
	Inpatient Peds	Peds Services	(2/2)		↑		85	
		Neonatology	(0/1)		↓		39	
		OB Services	(1/1)		↑		12	
	Outpatient		(5/12)		↑		35	
	Emergency Services		(0/2)		↓		54	
	Outpatient Periop		(1/4)		↓		34	
	Diagnostic & Treatment Svcs**		(1/2)		↓		UCSF custom questions - no benchmark available	
	Behavioral Health	Inpatient	(1/1)		↑		44	
Outpatient		(1/1)		↑		17		
** Diagnostic & Treatment Svcs represents performance for Cardiology Labs, Infusion, Radiology, Radiation Oncology & Rehabilitation for "Would Recommend" & Cardiology Labs, Radiation Oncology for "Provider Communication".								
Specific Harm Metrics			FY18 Baseline (# of harm events)	# of Harm Events		Trend	Rate	
				Feb-19	FY19TD		FY18	FY19TD
Adult Hospital	CLABSI (excl. CLAMBI)		61	3	36		1.03	0.87
	CAUTI		67	11	57		1.72	2.16
	PVAP (VAE)		4	0	2		0.41	0.44
	SSI		104	6 (Nov 2018)	74		0.86%	0.84%
	Hospital-Onset C. difficile		157	15	116		9.05	9.68
	HAPI		178	17	133			
	Falls with Injury		76	2	42			
	Serious Safety Events		26	3	19			
	Workplace Injuries to Staff		122	10	102			
	Reportable Privacy Events		13	1	11			
	Adverse Drug Events (in High Risk Meds)		56	1	25			
BCH-SF	CLABSI (excl. CLAMBI)		37	2	14		1.62	0.94
	CAUTI		2	0	1		0.68	0.57
	VAP		2	0	0		0.34	0.00
	SSI		6	1 (Nov 2018)	3		0.50%	0.42%
	Codes Outside ICU		4	0	2			
	HAPI		24	2	15			
	Falls with Injury		30	0	1			
	Serious Safety Events		5	1	5			
	Workplace Injuries to Staff		26	3	22			
	Reportable Privacy Events		2	0	1			
	Adverse Drug Events (in High Risk Meds)		5	1	5			
Ambulatory	Falls with Injury		17	0	21			
	Serious Safety Events		1	0	2			
	Communicable Disease Exposures		6	1	4			
	Workplace Injuries to Staff		109	6	66			
	Reportable Privacy Events		47	1	25			
	Adverse Drug Events (in High Risk Meds)		7	0	2			
Unattributed	Workplace Injuries to Staff		129	13	93			
	Adverse Drug Events (in High Risk Meds)		1	0	0			
Total Events			1324	100	899			