

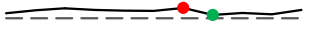



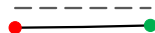

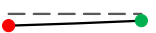

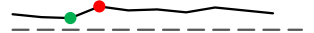


All data is UCSF Health West Bay unless noted otherwise

Patient Experience		Performance		Benchmark & Trend	FY19 Goals	
		FY18	Current Period			
Would Recommend Hospital (% of units, practices, services improving)		59%	49%			Pending
Physician Communication (% of units, practices, services improving)		67%	55%			Pending
Quality & Safety		Performance			Benchmark & Trend	FY19 Goals
		FY18	Month	FY19TD		
Clinical Outcomes	Inpatient Mortality (O/E index)	0.93 (n = 719)	0.93 (n = 73)	0.89 (n = 696)		0.88
			May-19			
	Sepsis Mortality Index (O/E index)	1.18 (n = 368)	1.04 (n = 39)	1.13 (n = 380)		1.16
			May-19			
	30-day All-Cause Readmissions (per monthly discharges)	11.40% (n = 4,299)	10.83% (n = 300)	10.96% (n = 3,337)		< 11%
			Apr-19			
Ambulatory Quality: Advanced Care Planning		28.92%	39.72%		PRIME goal: >90% performance already met UCSF goal: more meaningful standard adopted	36.02%
Healthcare Equity: HTN Control in Black/African Americans		64.19%	69.01%		Total Population: 77.88%; White: 36.02%	68.32%
Zero Harm	Harm Events (actual # of harm events)	110 (monthly) 1,324 (FY18)	105	1,324		Pending
			Jun-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		3.90		3.74	7	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	Pending			
Net Income with actuarial adjustment for retirement benefits		\$175M	Pending			
Operating Cost per Case (Adjusted for outpatient activity and acuity)		\$24,211	Pending			
Strategic Growth		Performance			Benchmark & Trend	FY19 Goals
		FY18	Month	FY19TD		
Ambulatory Visits		1,492,918	164,256 Jun-19	1,973,225	7.9% increase wRVU (compared to June FY18)	5% increase
Ambulatory Access (% of practices meeting unit goal)		53%	43% Jun-19	46%	Strategic Access Practices: >75% seen in 14d All Practices: 4% increase from FY18	65%
Inpatient Discharges		36,615	Pending			
Length of Stay (O/E index)		1.08	1.07 May-19	1.10		<1.00
Average Daily Bed Opportunity (# of beds created if LOS = 1.0)		49	42 May-19	58	-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