

**2024 Scorecard:**

True North:

Owner:

Goal Statement:

**Departments Driving Equity**

Equity

Ehrlich

Increase % departments with an active equity driver >= 65%

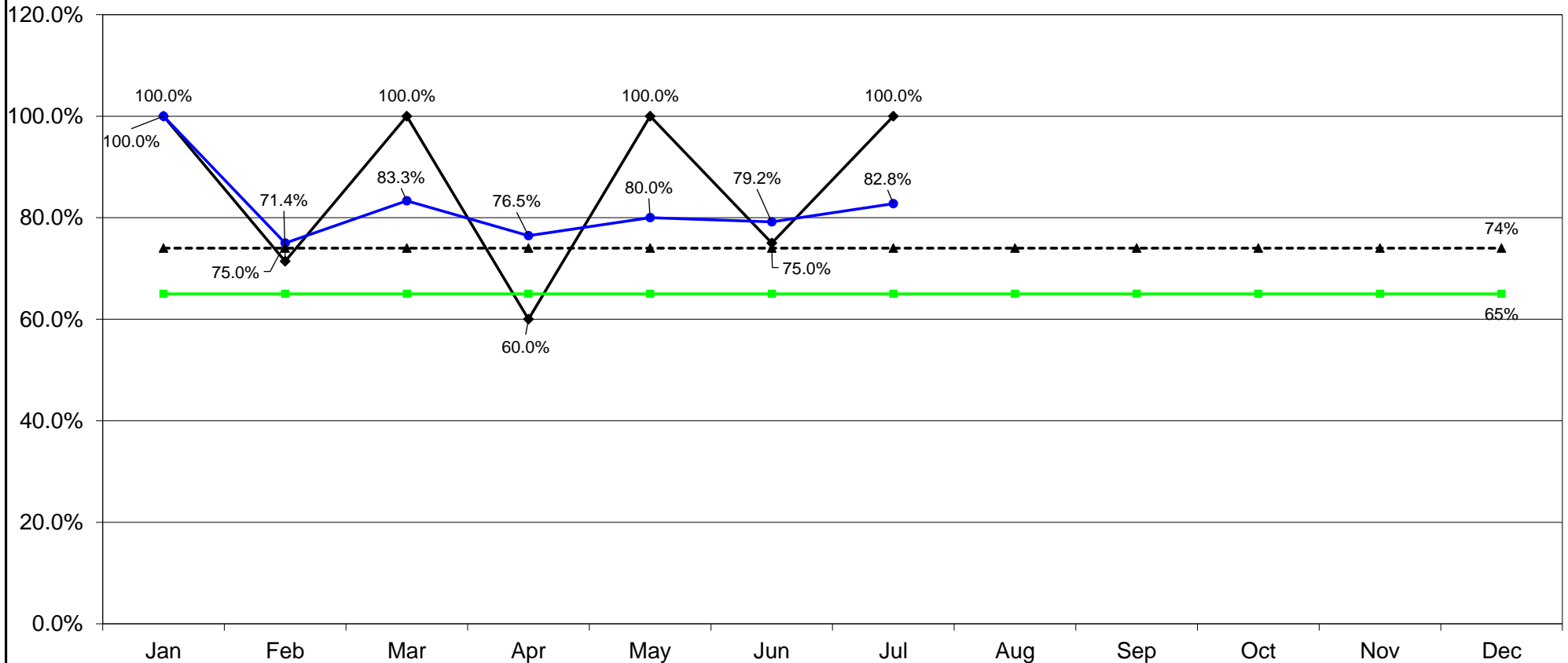


2024 Current: **82.8%**

2024 Target: **65.0%**

2023 Baseline: **74.0%**

% Improvement From Last Year: **11.84%**



**2024 Scorecard:**

*True North:*

*Owner:*

*Goal Statement:*

**Sepsis Bundle Compliance (SEP-1)**

*Safety*

*Smith*

2024 Current:

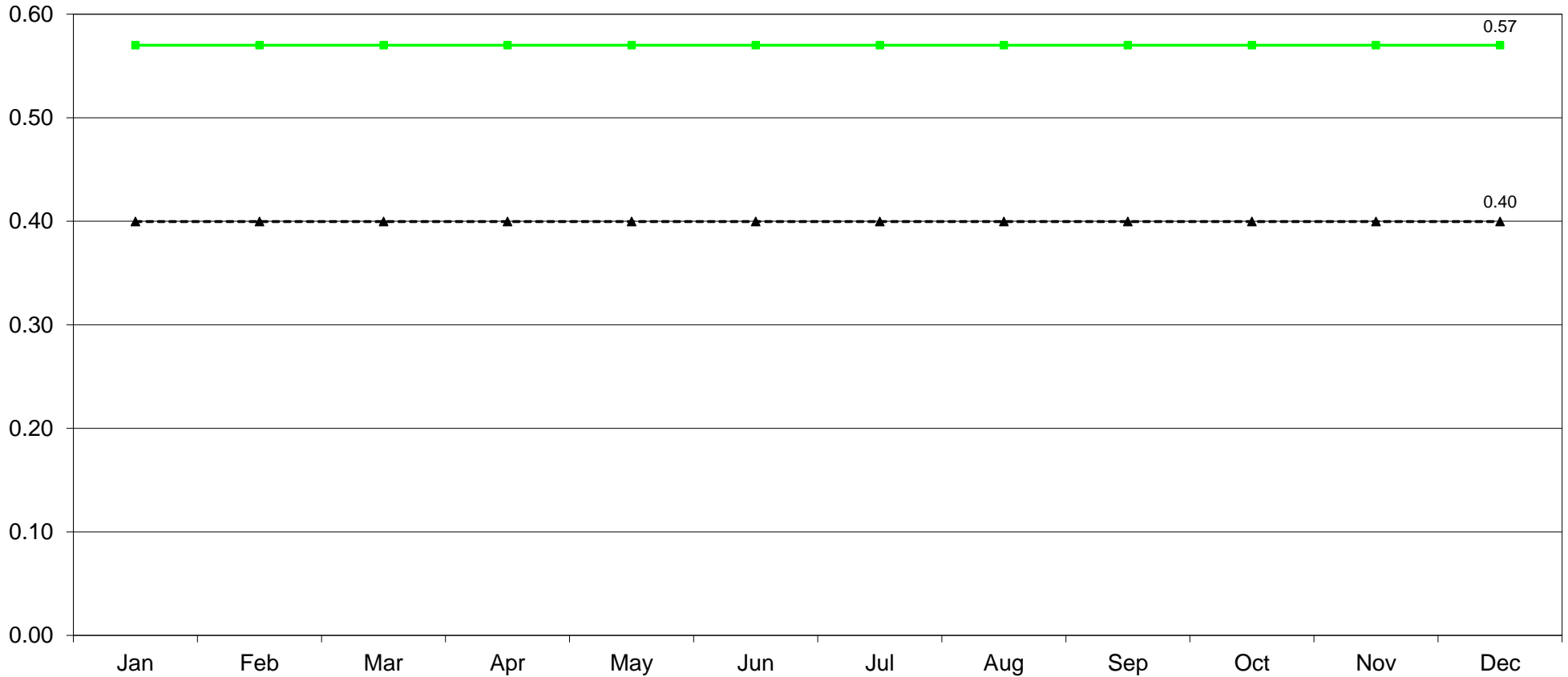
2024 Target:

2023 Baseline:

% Improvement From Last Year:

**0.57**

**0.40**



—■— Target

-▲- Baseline

**2024 Scorecard:**

**Hospital Acquired Pressure Injuries (HAPI)**

True North:

Safety

Owner:

Smith

Goal Statement:

Reduce rate of patient hospital acquired pressure injuries per 1,000 midnight census  $\leq 0.2$

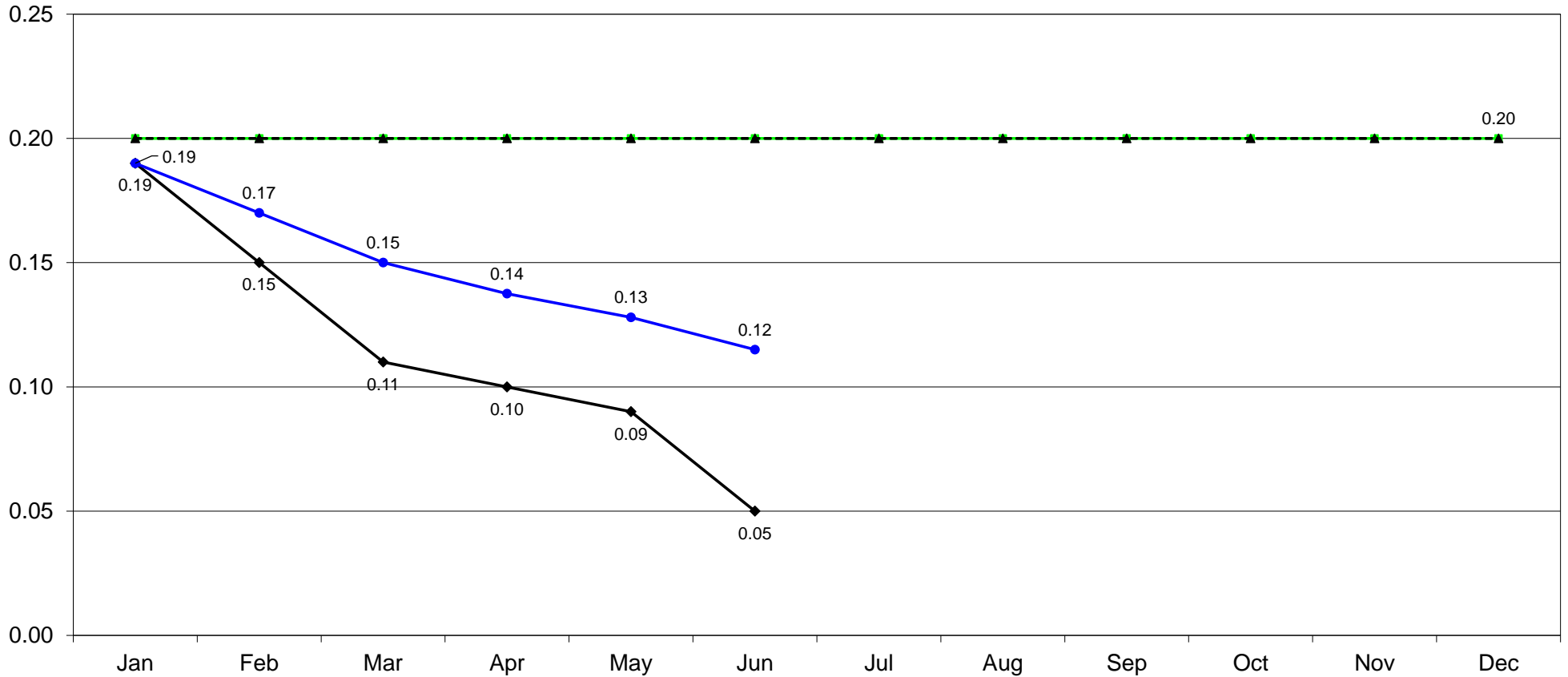


2024 Current: **0.12**

2024 Target: **0.20**

2023 Baseline: **0.20**

% Improvement From Last Year: **-42.50%**



**2024 Scorecard:**

**Falls with injury (med surg, 4A, ED, inpatient psych)**

True North:

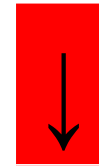
Safety

Owner:

Smith

Goal Statement:

Reduce rate of patient falls per 1,000 midnight census  $\leq 0.45$

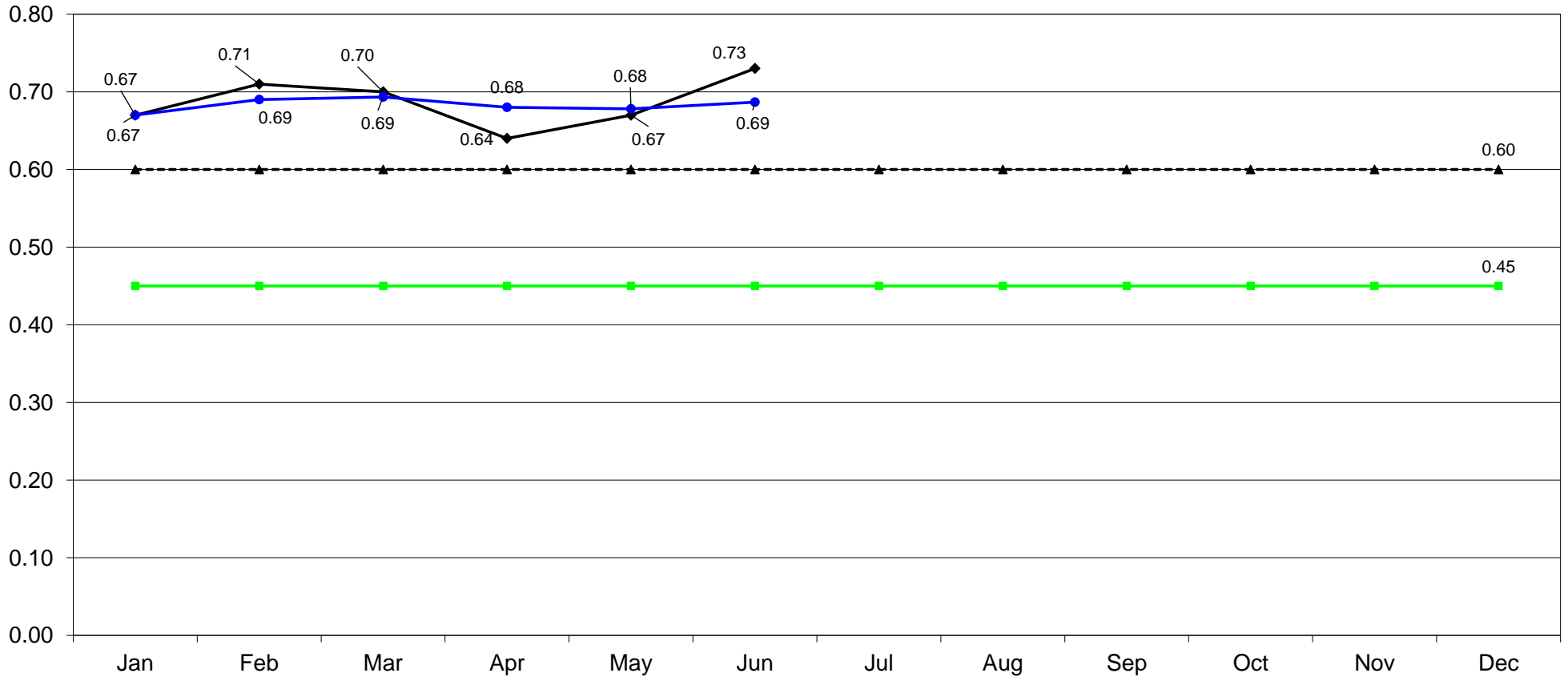


2024 Current: **0.69**

2024 Target: **0.45**

2023 Baseline: **0.60**

% Improvement From Last Year: **14.44%**



**2024 Scorecard:**

**Emergency Department - Diversion Rate**

True North:

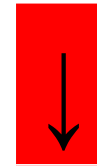
Quality

Owner:

Staconis, Colwell

Goal Statement:

Reduce Emergency Department ambulance diversion rate = <35%

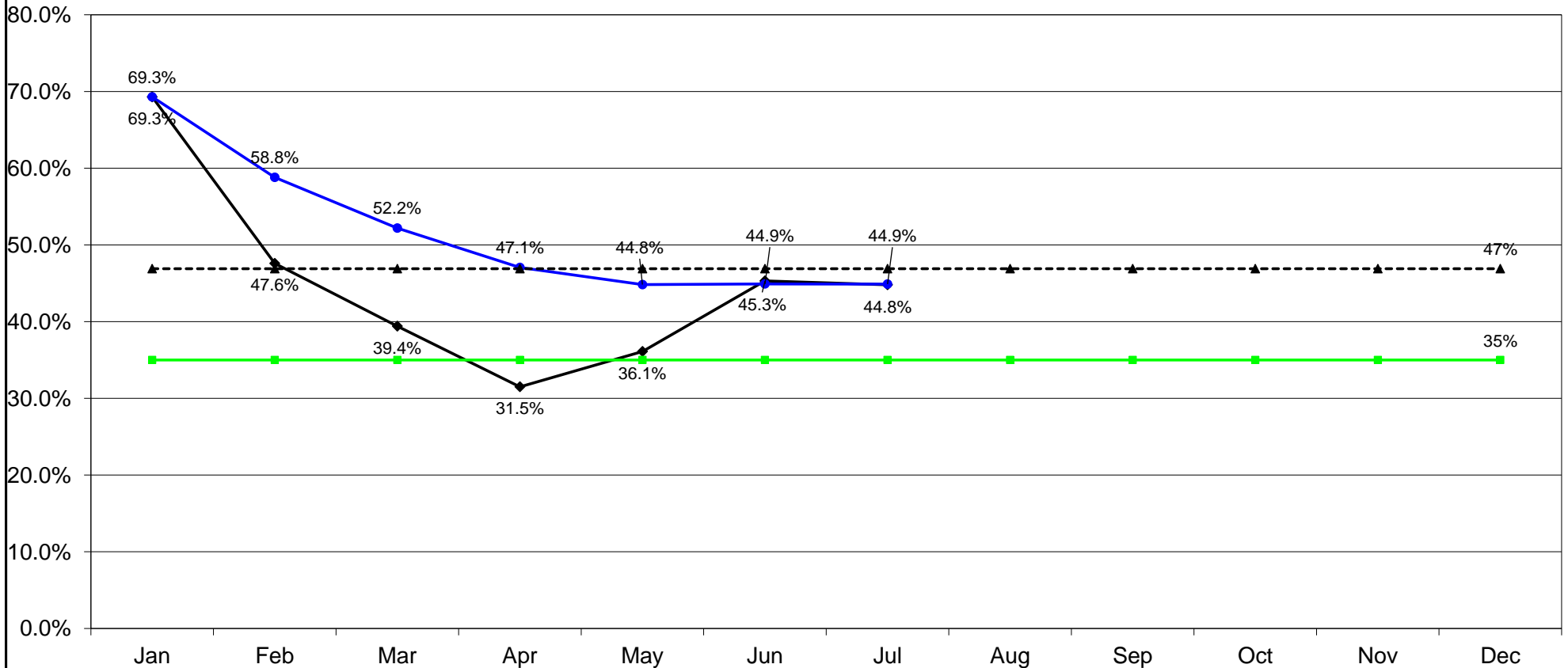


2024 Current: **44.9%**

2024 Target: **35.0%**

2023 Baseline: **46.9%**

% Improvement From Last Year: **-4.28%**



**2024 Scorecard:**

**Emergency Department - Left Without Being Seen**

True North:

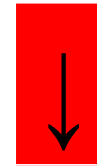
Quality

Owner:

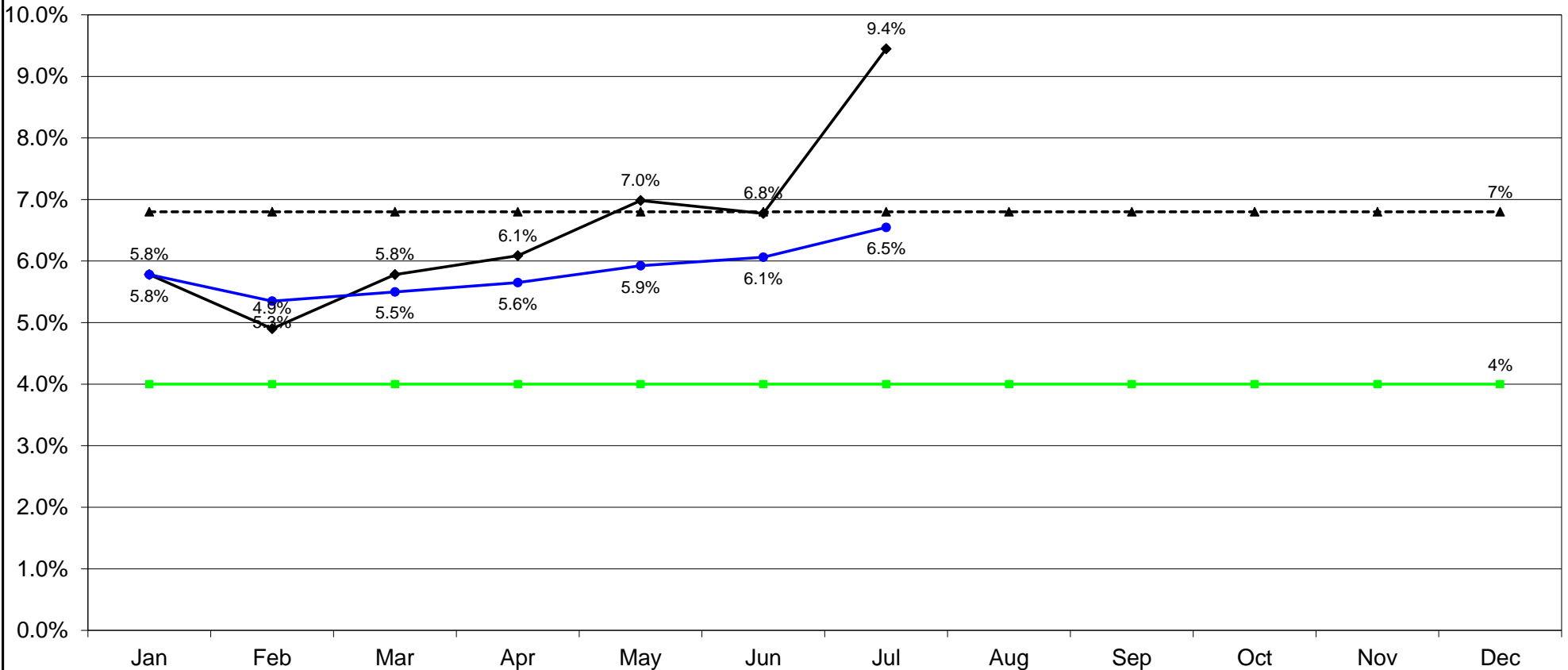
Staconis, Colwell

Goal Statement:

Reduce Emergency Department Left Without Being Seen rate <=4%



2024 Current:	<b>6.5%</b>
2024 Target:	<b>4.0%</b>
2023 Baseline:	<b>6.8%</b>
% Improvement From Last Year:	<b>-3.72%</b>



**2024 Scorecard:**

True North:

Owner:

Goal Statement:

**Perioperative - OR Add-on Case %**

Quality

Coggan, Palaniappa

Completion rate of Urgent-24 hour OR add-ons within 24 hours >95%

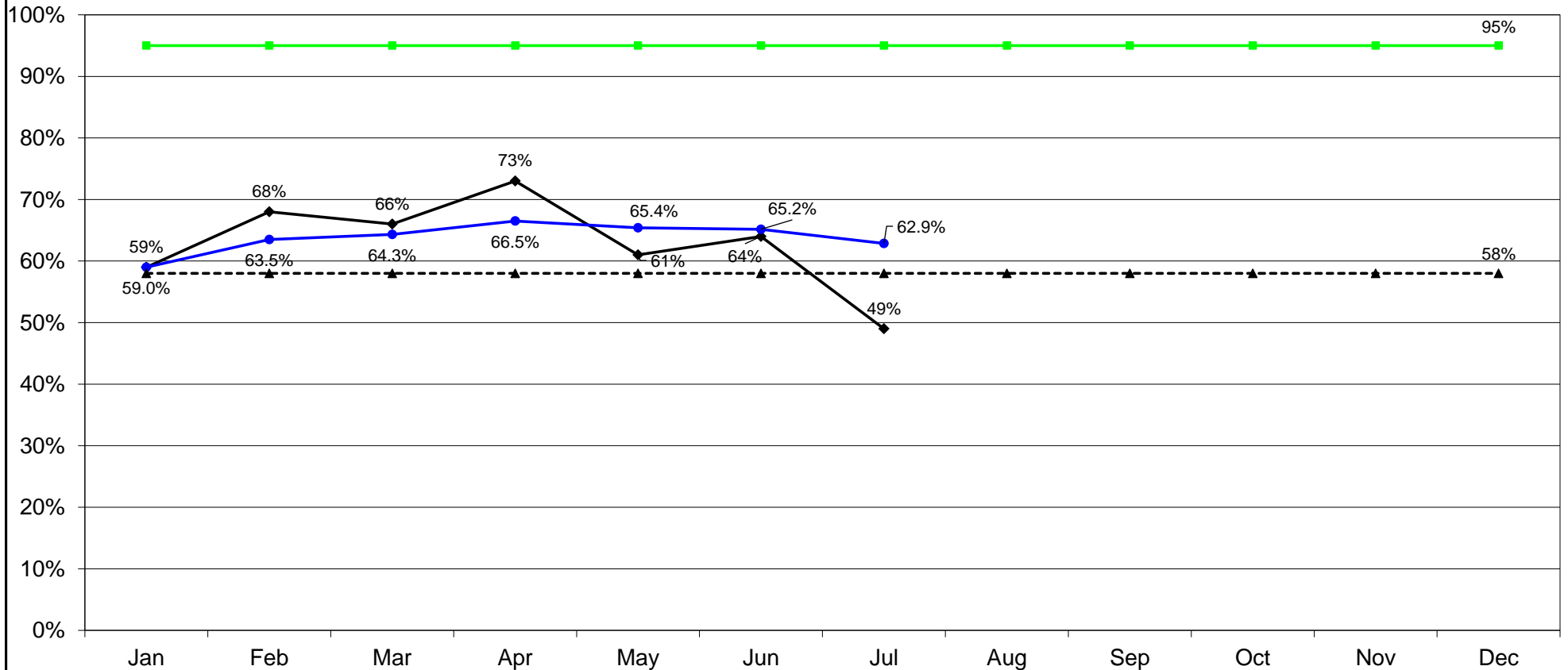


2024 Current: **62.9%**

2024 Target: **95.0%**

2023 Baseline: **58.0%**

% Improvement From Last Year: **8.37%**



**2024 Scorecard:**

**Specialty Clinics - Third Next Available Appointment**

True North:


Quality

Owner:

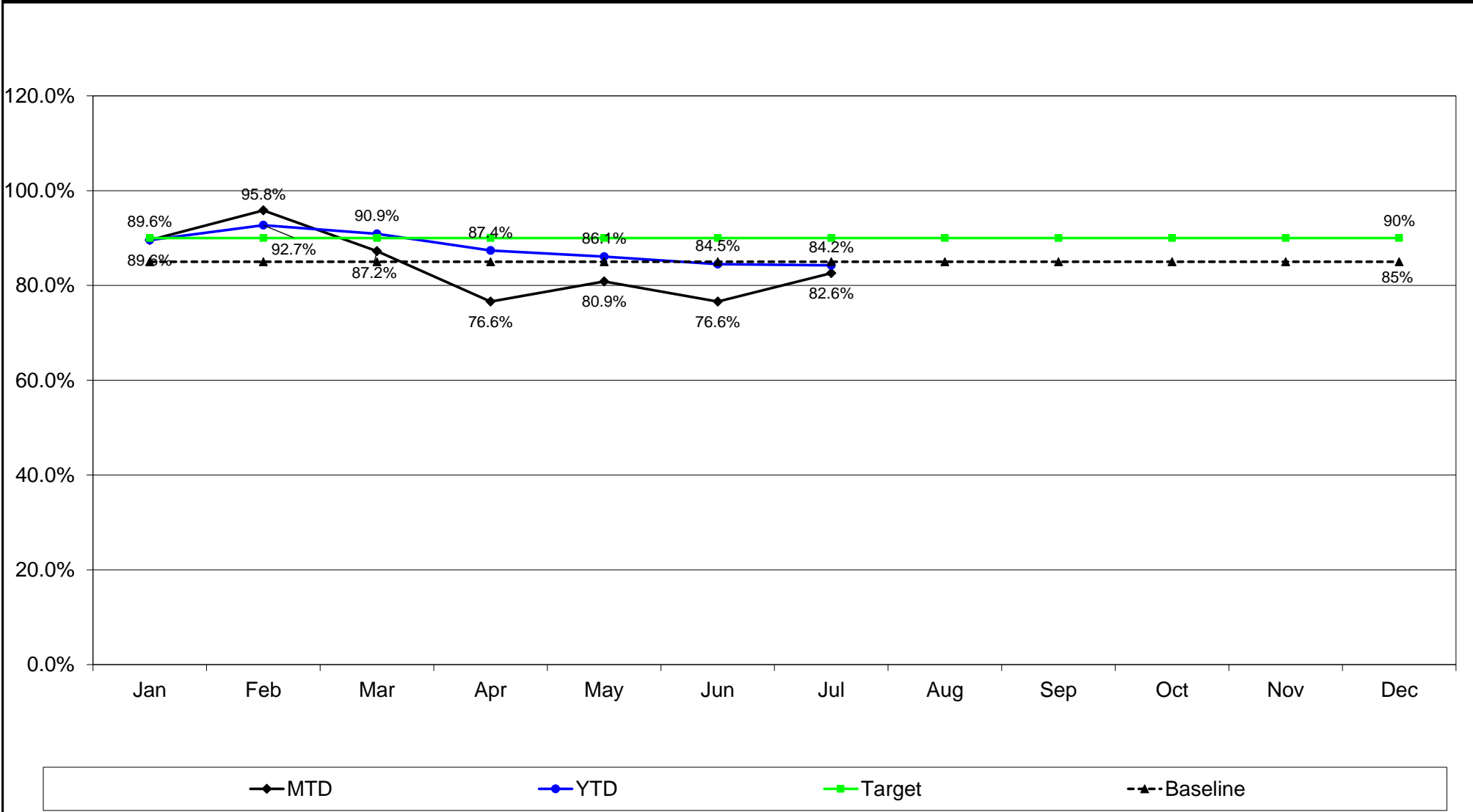
Tuot

Goal Statement:

Increase % of outpatient adult clinics with Thrid Next Available Appointment less than 21 days, >= 90%



2024 Current:	<b>84.2%</b>
2024 Target:	<b>90.0%</b>
2023 Baseline:	<b>85.0%</b>
% Improvement From Last Year:	<b>-0.89%</b>





**2024 Scorecard:**

**Dept of Care Coordination - Lower Level of Care**

True North:

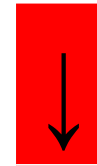
Quality

Owner:

Iverson, Ou, Morgos

Goal Statement:

Reduce Lower Level of Care patient days <=1100 days

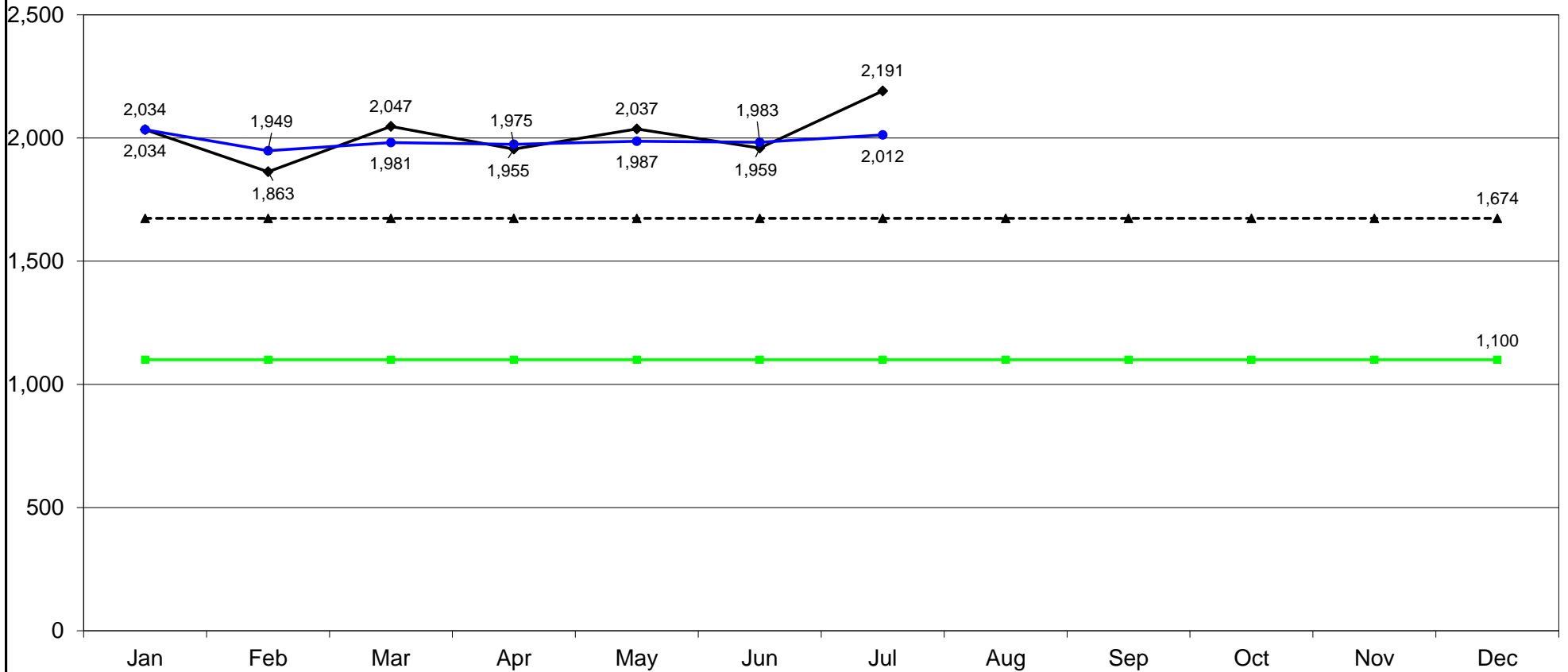


2024 Current: **2,012**

2024 Target: **1,100**

2023 Baseline: **1,674**

% Improvement From Last Year: **20.21%**



**2024 Scorecard:**

**Departments Driving Staff Engagement**

*True North:*

*Developing Our People*

*Owner:*

*Johnson*

*Goal Statement:*

*Increase % departments with an active staff experience driver*

2024 Current:

--

2024 Target:

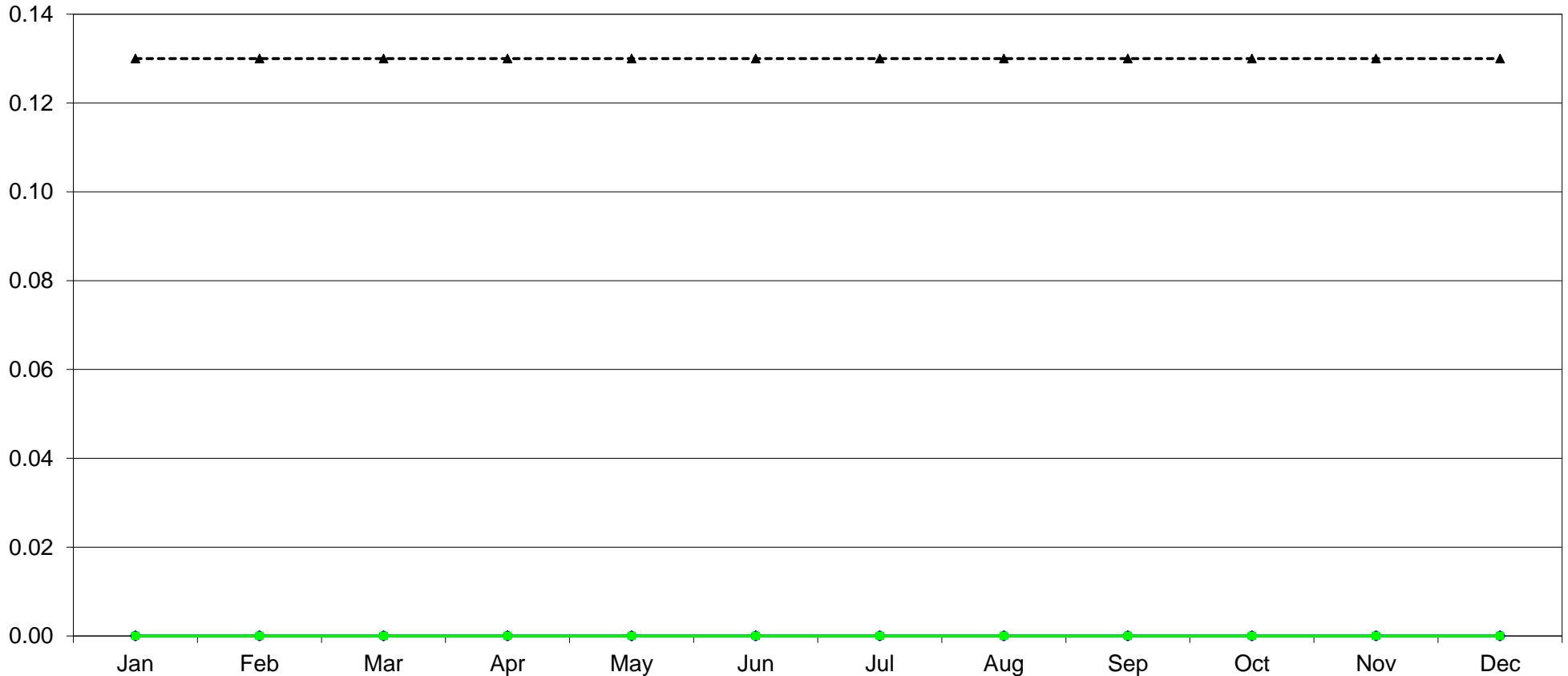
**0%**

2023 Baseline:

**13%**

% Improvement From Last Year:

--



**2024 Scorecard:**

True North:

Owner:

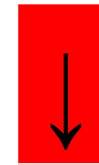
Goal Statement:

**Physical Assaults with Injury**

*Developing Our People*

*Smith, Journagin*

*Reduce the # of physical assaults with injury to ZSFG staff from a rate of 5.8 per month to less than 4.0 per month for the combined high risk areas (PSYCH, ED, BHC, UCC, M/S)*

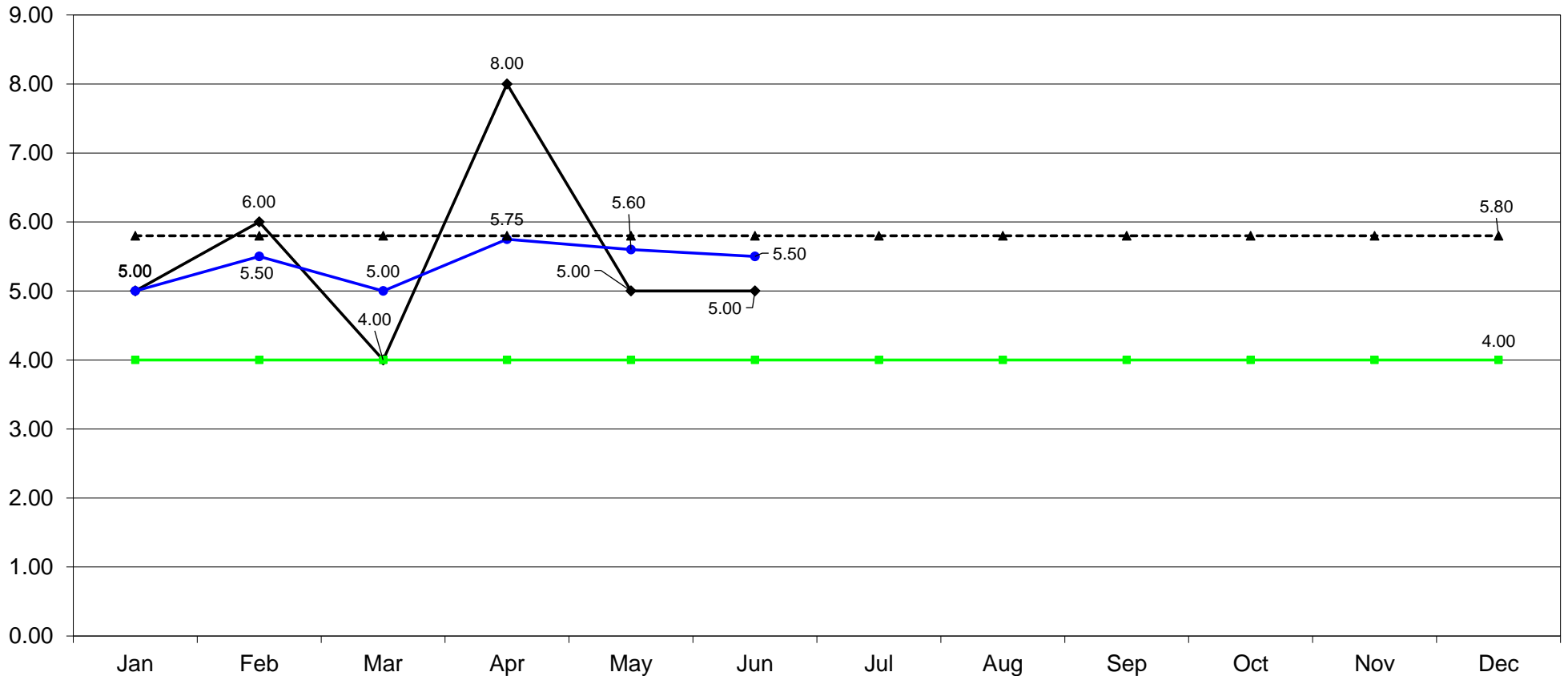


2024 Current: **5.50**

2024 Target: **4.00**

2023 Baseline: **5.80**

% Improvement From Last Year: **-5.17%**



**2024 Scorecard:**

True North:

Owner:

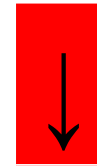
Goal Statement:

**Denial Rate - Hospital Billing**

Financial Stewardship

Wu, Kanzaria

Reduce Hospital Billing Denial rate for primary payers from 18.6% to 15.6% by July 2024.

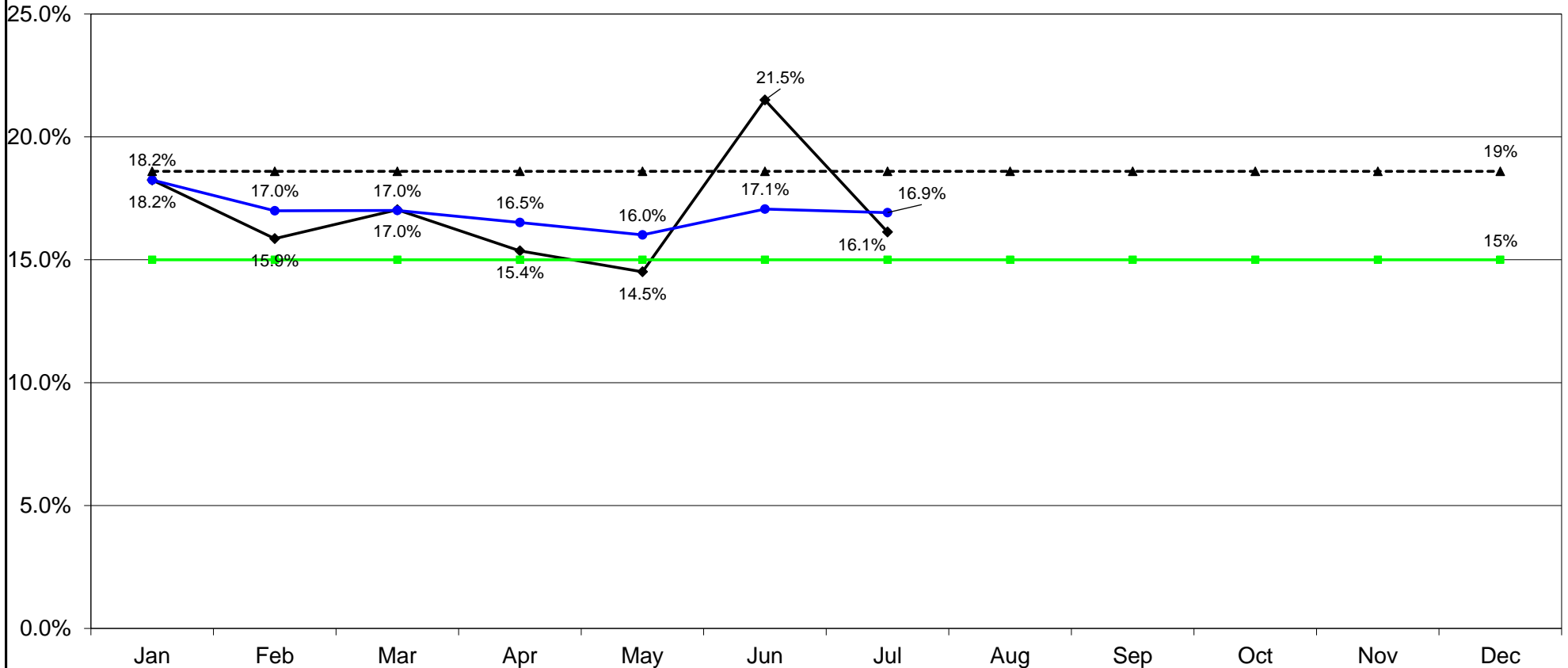


2024 Current: **16.9%**

2024 Target: **15%**

2023 Baseline: **18.6%**

% Improvement From Last Year: **-9.03%**



**2024 Scorecard:**

True North:

Owner:

Goal Statement:

**CMS Star Rating**

Quality

Ehrlich

Increase ZSFG Star Rating to 2 Stars

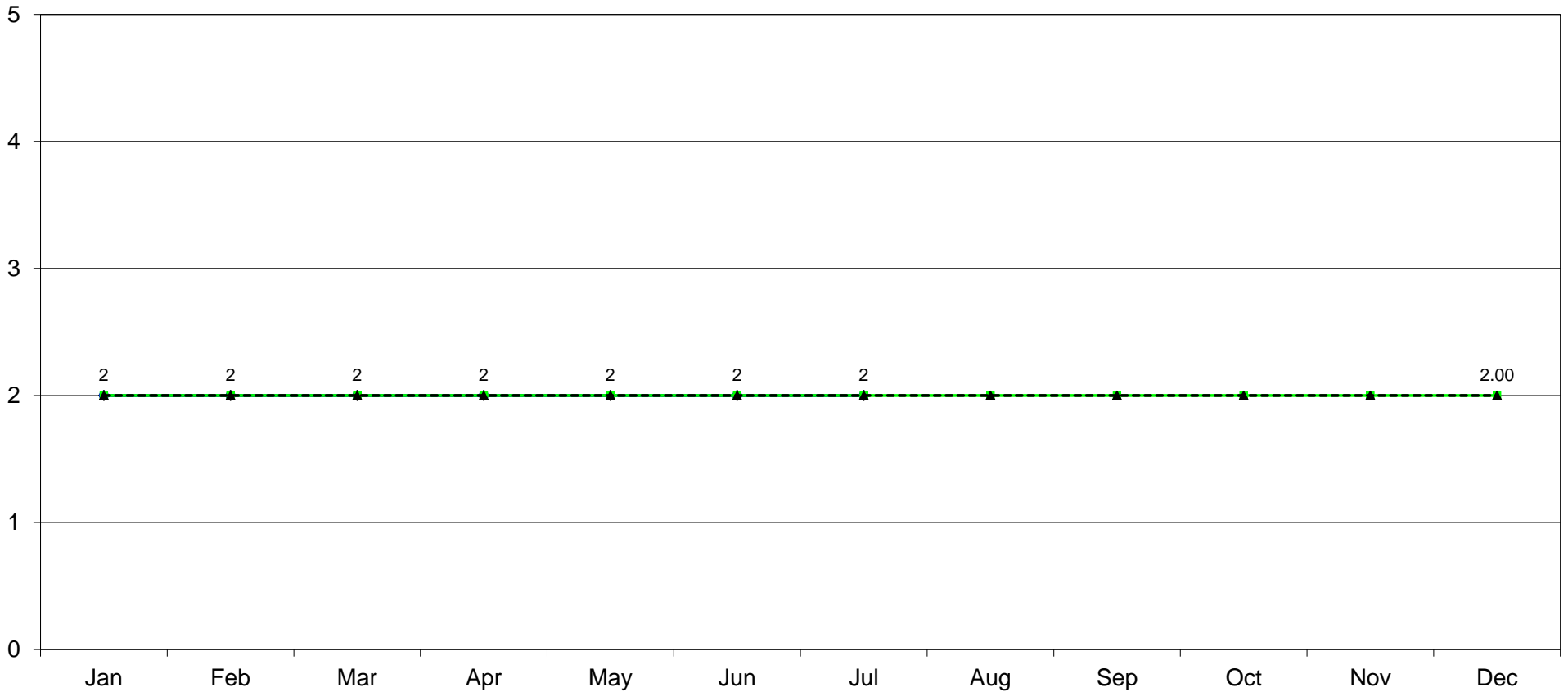


2024 Current: **2.00**

2024 Target: **2.00**

2023 Baseline: **2.00**

% Improvement From Last Year: **0.00%**



◆ MTD

● YTD

■ Target

▲ Baseline

**2024 Scorecard:**

**Likelihood to Recommend Hospital to Friends & Family**

*True North:*

*Care Experience*

*Owner:*

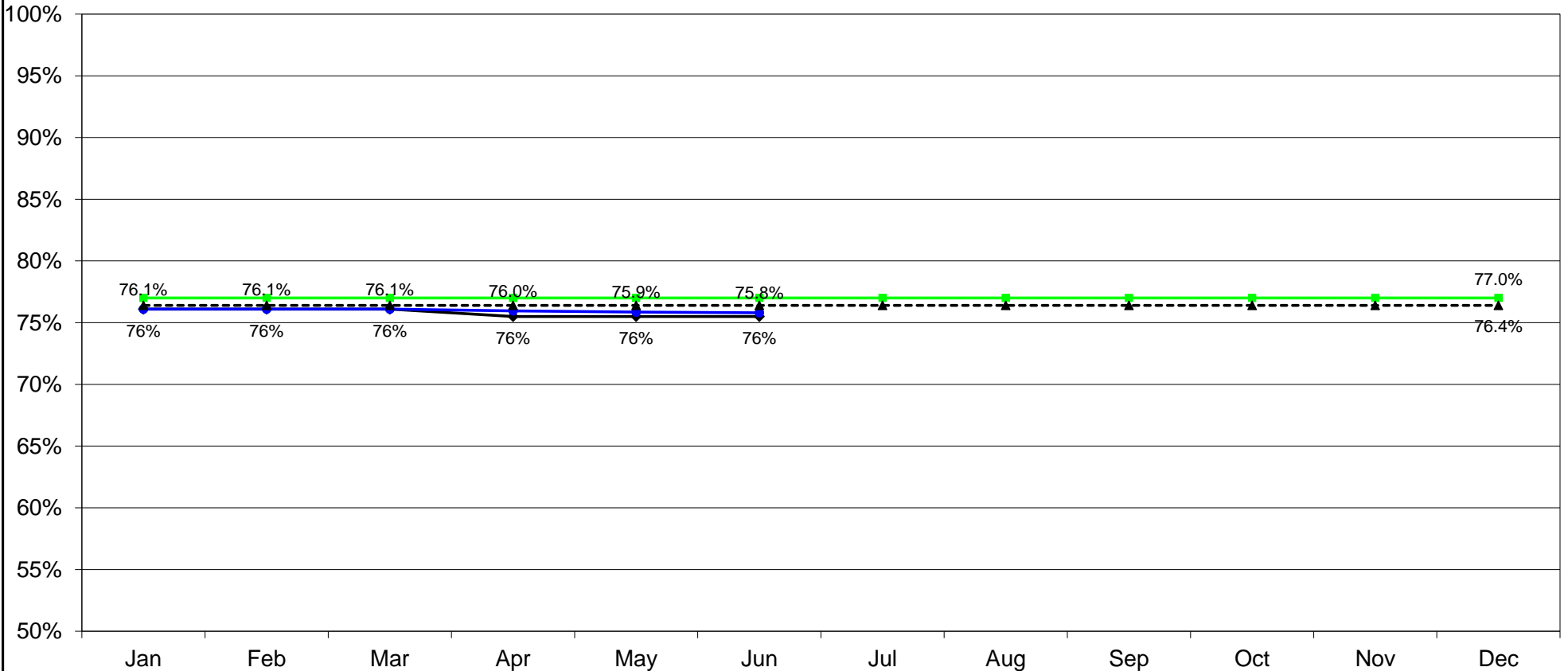
*Ehrlich*

*Goal Statement:*

*Increase % of positive responses for inpatients >=77%*



2024 Current:	<b>76%</b>
2024 Target:	<b>77%</b>
2023 Baseline:	<b>76%</b>
% Improvement From Last Year:	<b>-0.79%</b>



**2024 Scorecard:**

**Likelihood to Recommend Provider's Office to Friends & Family**

True North:

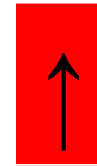
Care Experience

Owner:

Ehrlich

Goal Statement:

Increase % of positive responses for outpatients >= 80%

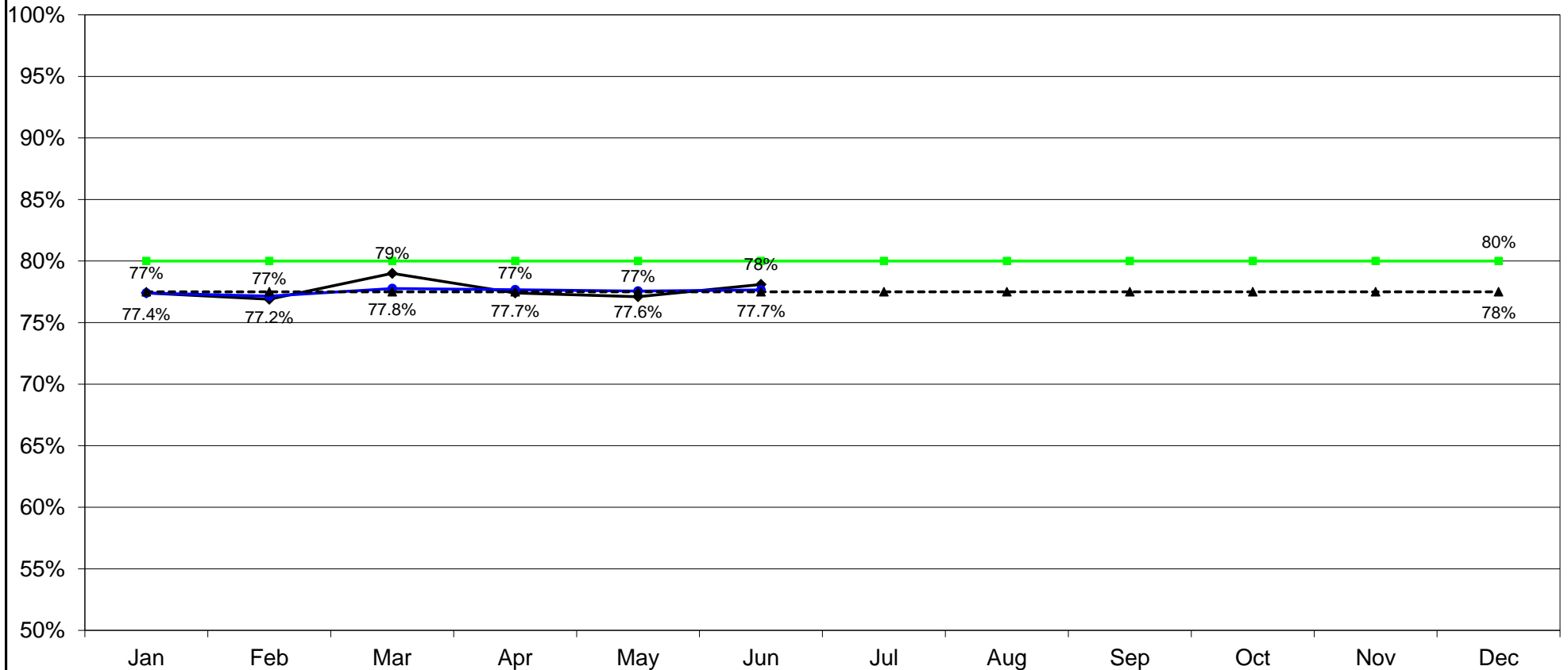


2024 Current: **78%**

2024 Target: **80%**

2023 Baseline: **78%**

% Improvement From Last Year: **0.19%**



**2024 Scorecard:**

**Likelihood to Recommend ZSFG as a Workplace**

True North:

*Developing Our People*

Owner:

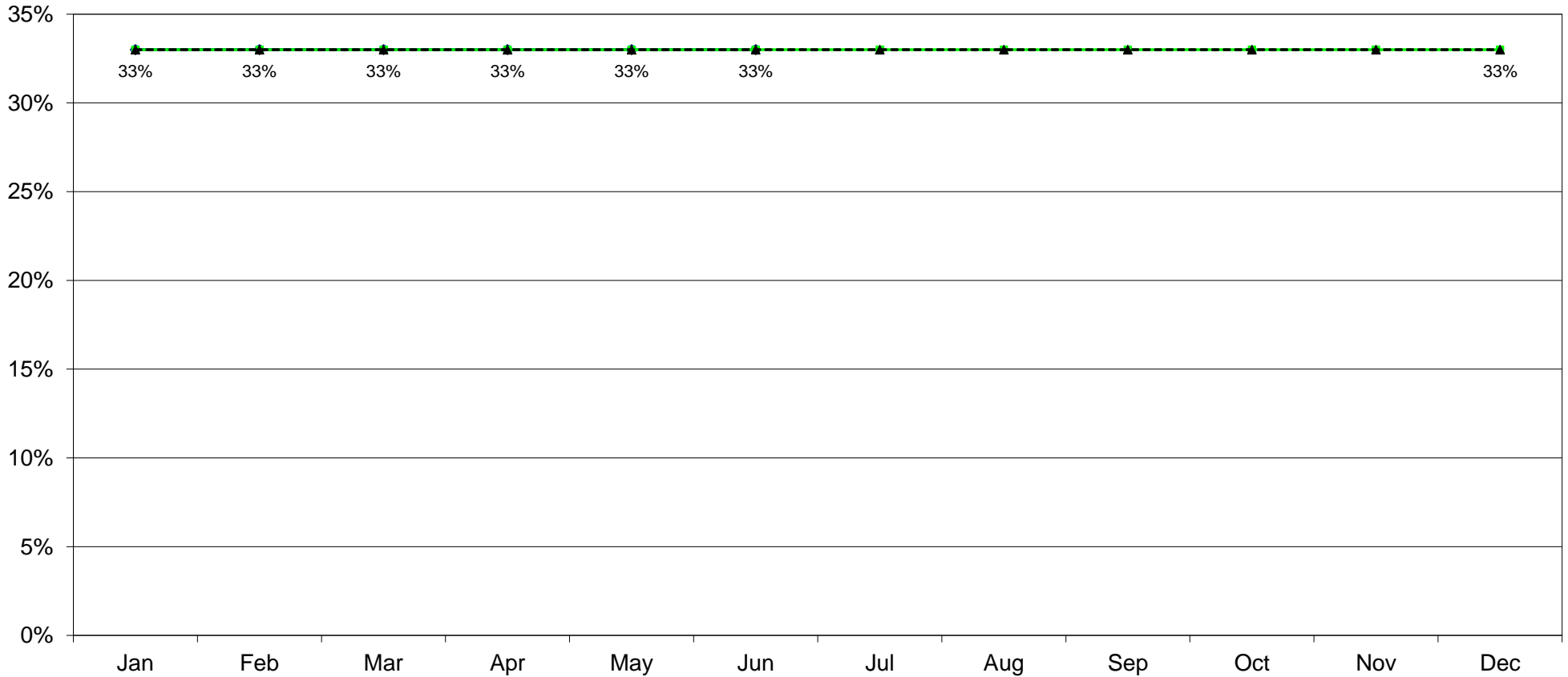
*Ehrlich*

Goal Statement:

*Increase % of positive responses for staff >= 33%*



2024 Current:	<b>33%</b>
2024 Target:	<b>33%</b>
2023 Baseline:	<b>33%</b>
% Improvement From Last Year:	<b>0.00%</b>





**2024 Scorecard:**

**General Fund Spend To Not Exceed Budgeted Amount (Millions)**

True North:

Financial Stewardship

Owner:

Ehrlich

Goal Statement:

Decrease \$ of general fund spend to <\$143.69 (Millions)



2024 Current: **\$103.65**

2024 Target: **\$143.69**

2023 Baseline: **\$111.08**

% Improvement From Last Year: **-6.69%**

