

2024 Scorecard:

True North:

Owner:

Goal Statement:

Departments Driving Equity

Equity

Ehrlich

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

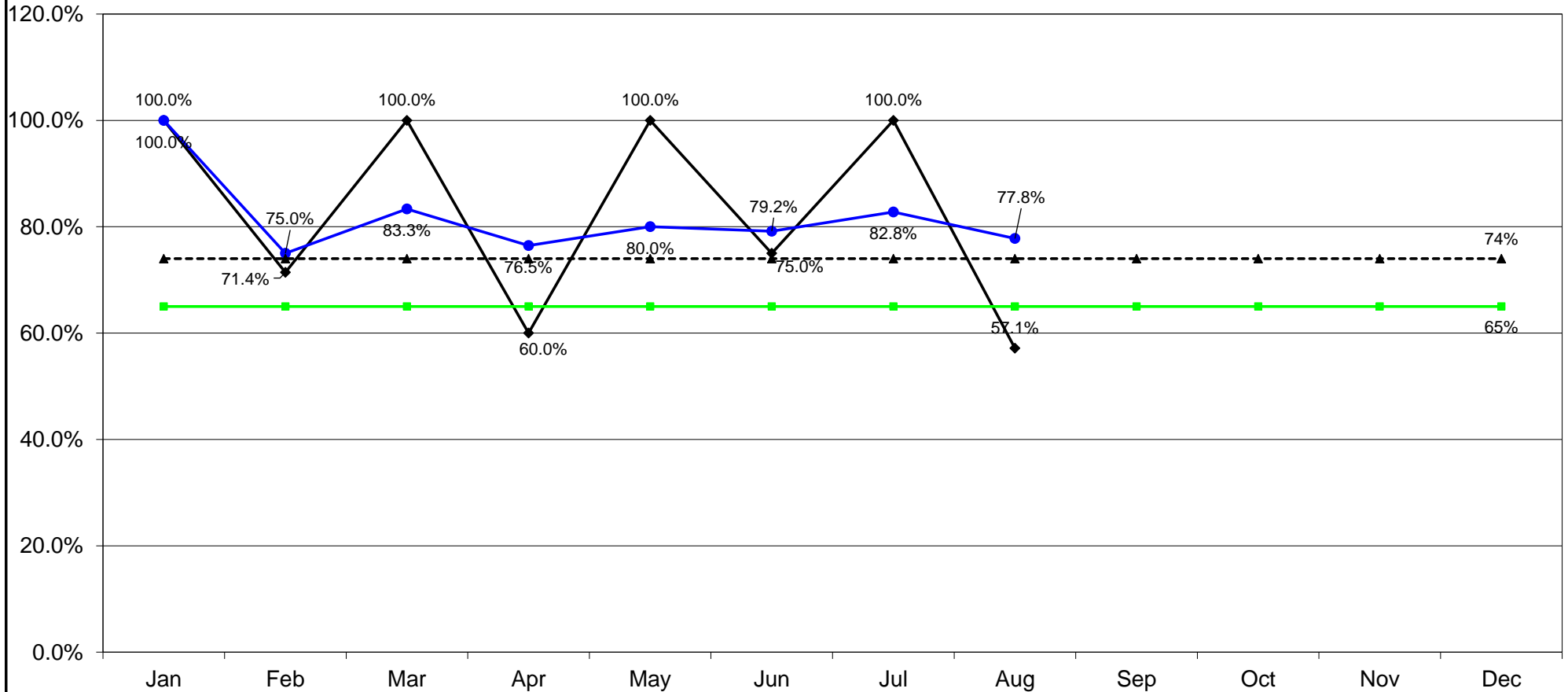


2024 Current: **77.8%**

2024 Target: **65.0%**

2023 Baseline: **74.0%**

% Improvement From Last Year: **5.11%**



2024 Scorecard:

True North:

Owner:

Goal Statement:

Sepsis Bundle Compliance (SEP-1)

Safety

Smith

Increase % of Sepsis Bundle Compliance (SEP-1) \geq 59%

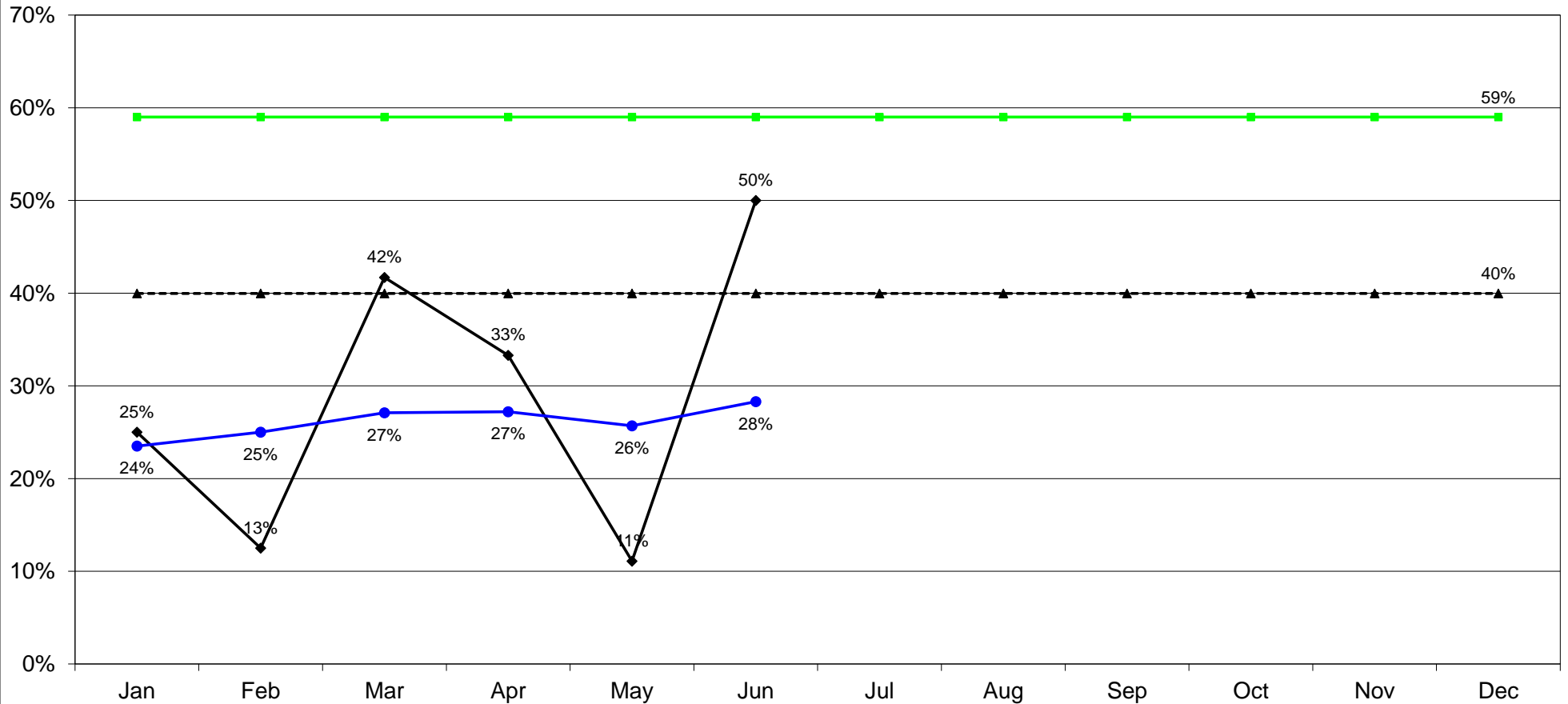


2024 Current: **28%**

2024 Target: **59%**

2023 Baseline: **40%**

% Improvement From Last Year:



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 <= 0.2

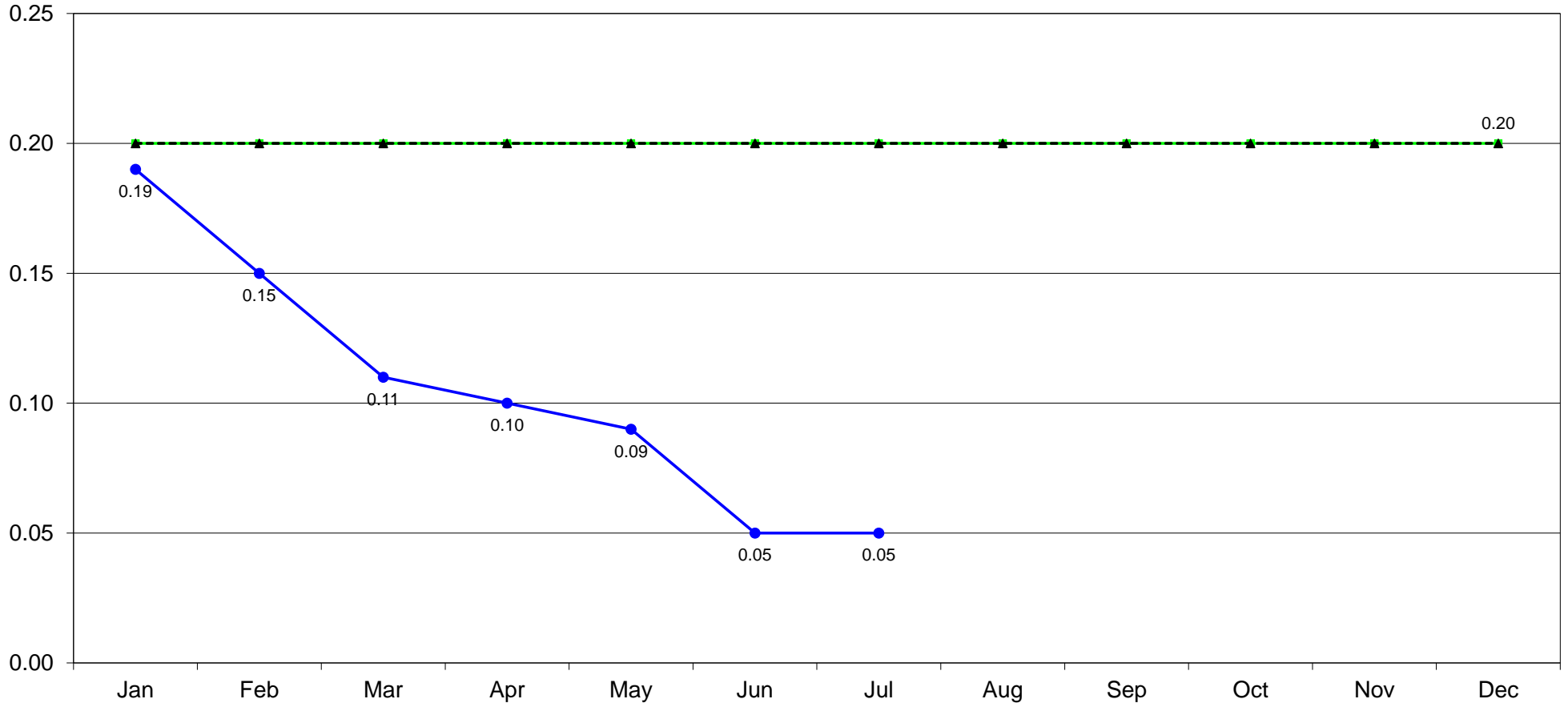


2024 Current: **0.05**

2024 Target: **0.20**

2023 Baseline: **0.20**

% Improvement From Last Year: **-75.00%**



● YTD

— Target

—▲— Baseline

2024 Scorecard:

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

True North:

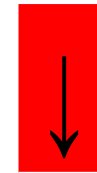
Safety

Owner:

Smith

Goal Statement:

Reduce rate of patient falls per 1,000 midnight census ≤ 0.45

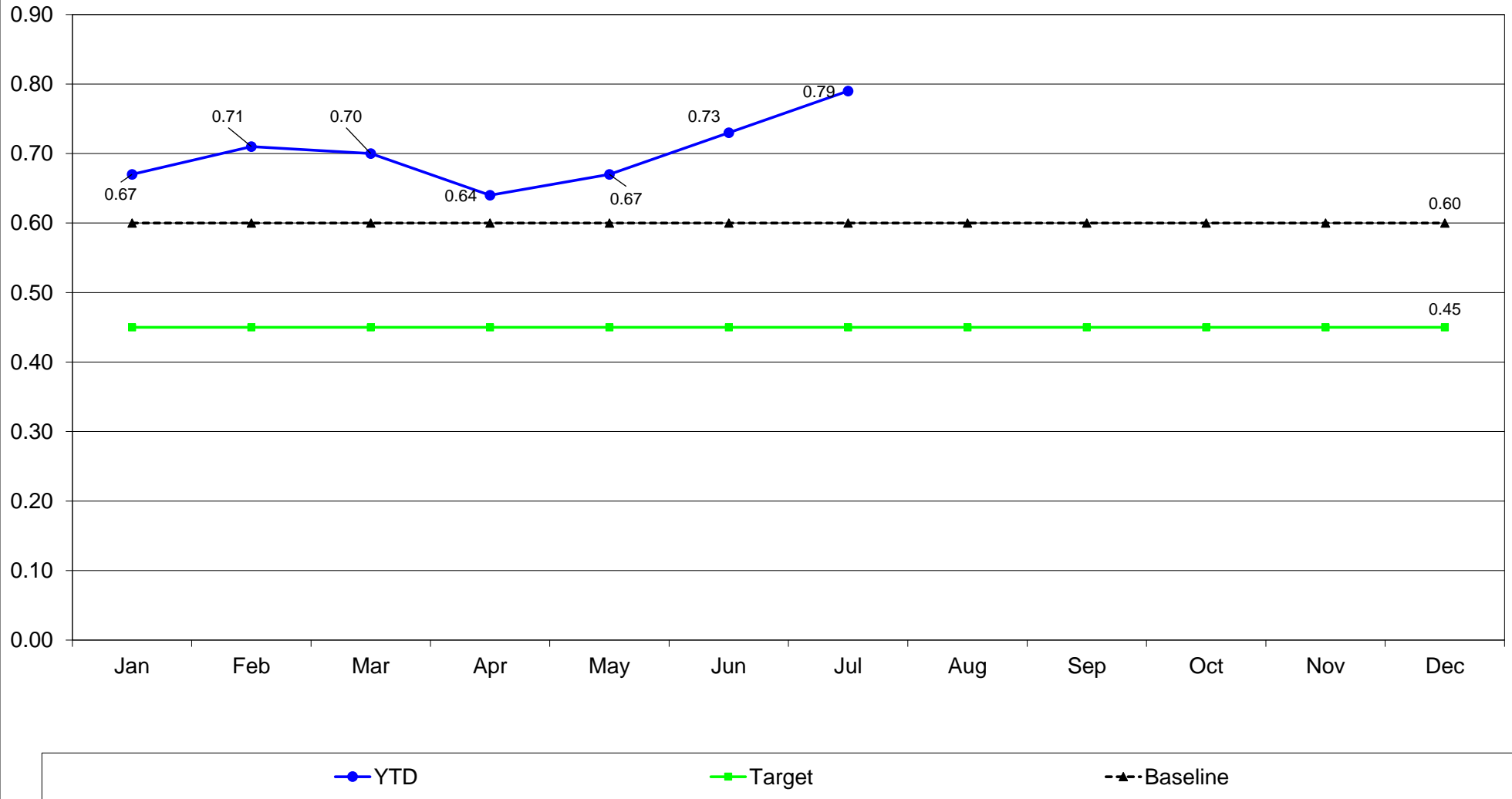


2024 Current: **0.79**

2024 Target: **0.45**

2023 Baseline: **0.60**

% Improvement From Last Year: **31.67%**



2024 Scorecard:

Emergency Department - Diversion Rate

True North:

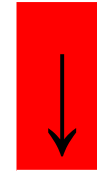
Quality

Owner:

Staconis, Colwell

Goal Statement:

Reduce Emergency Department ambulance diversion rate = <35%

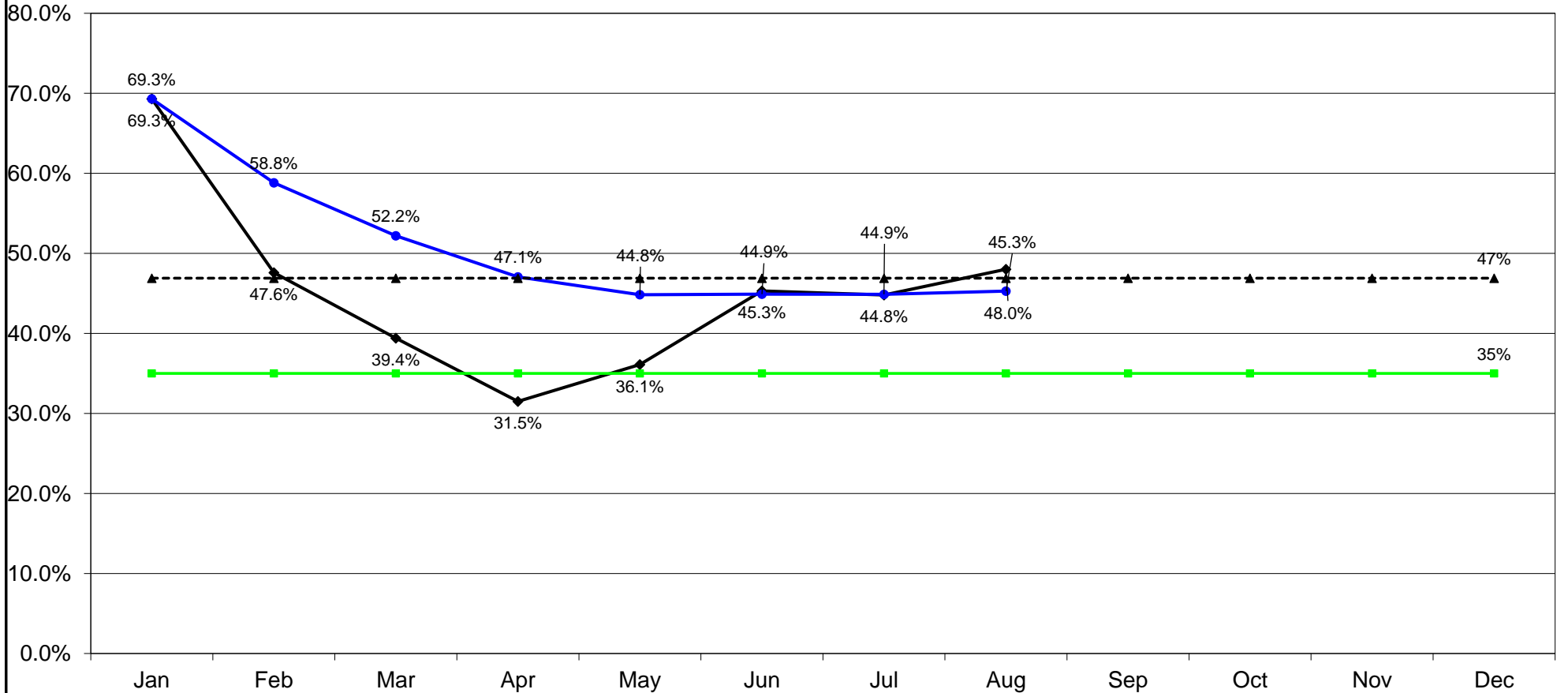


2024 Current: **45.3%**

2024 Target: **35.0%**

2023 Baseline: **46.9%**

% Improvement From Last Year: **-3.44%**



2024 Scorecard:

Emergency Department - Left Without Being Seen

True North:

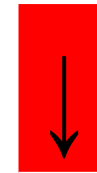
Quality

Owner:

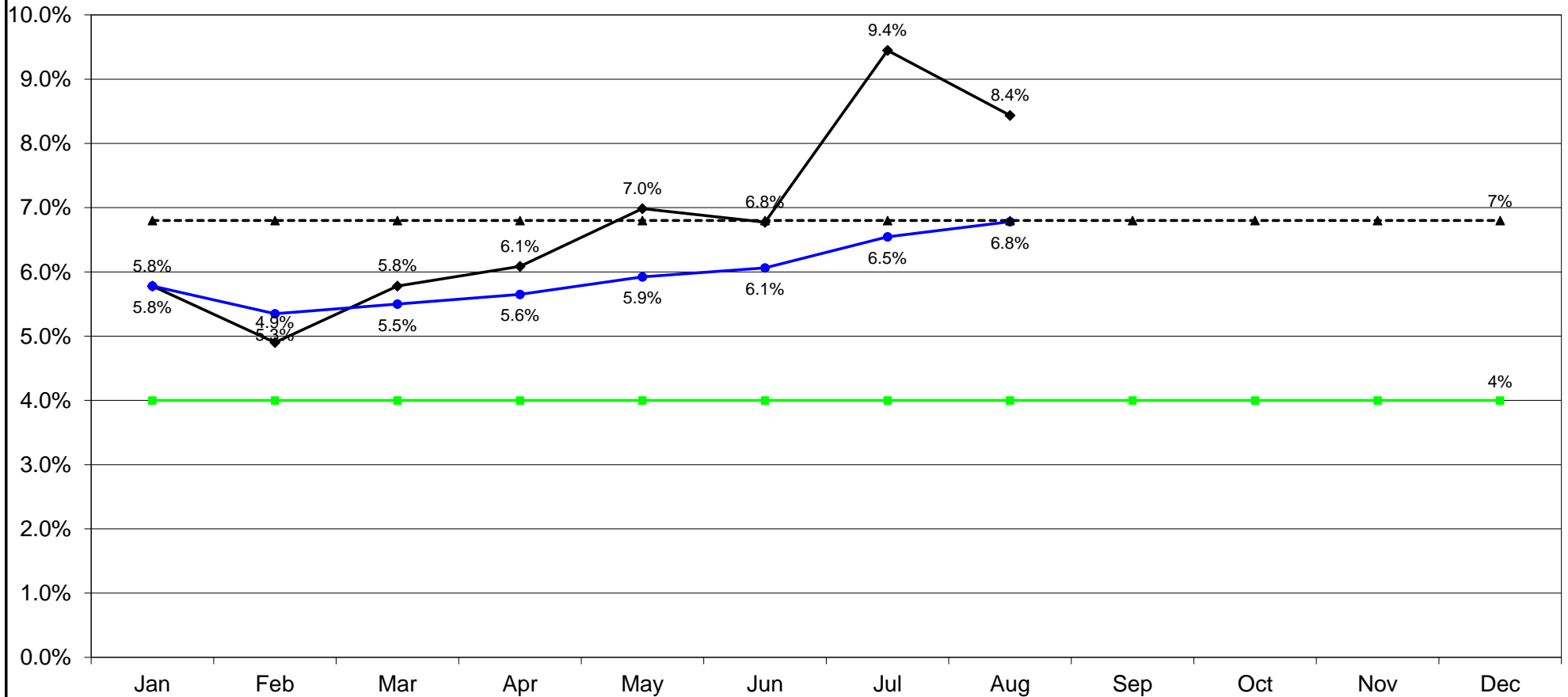
Staconis, Colwell

Goal Statement:

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



2024 Current:	6.8%
2024 Target:	4.0%
2023 Baseline:	6.8%
% Improvement From Last Year:	-0.27%



2024 Scorecard:

True North:

Owner:

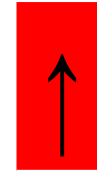
Goal Statement:

Perioperative - OR Add-on Case %

Quality

Coggan, Palaniappa

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

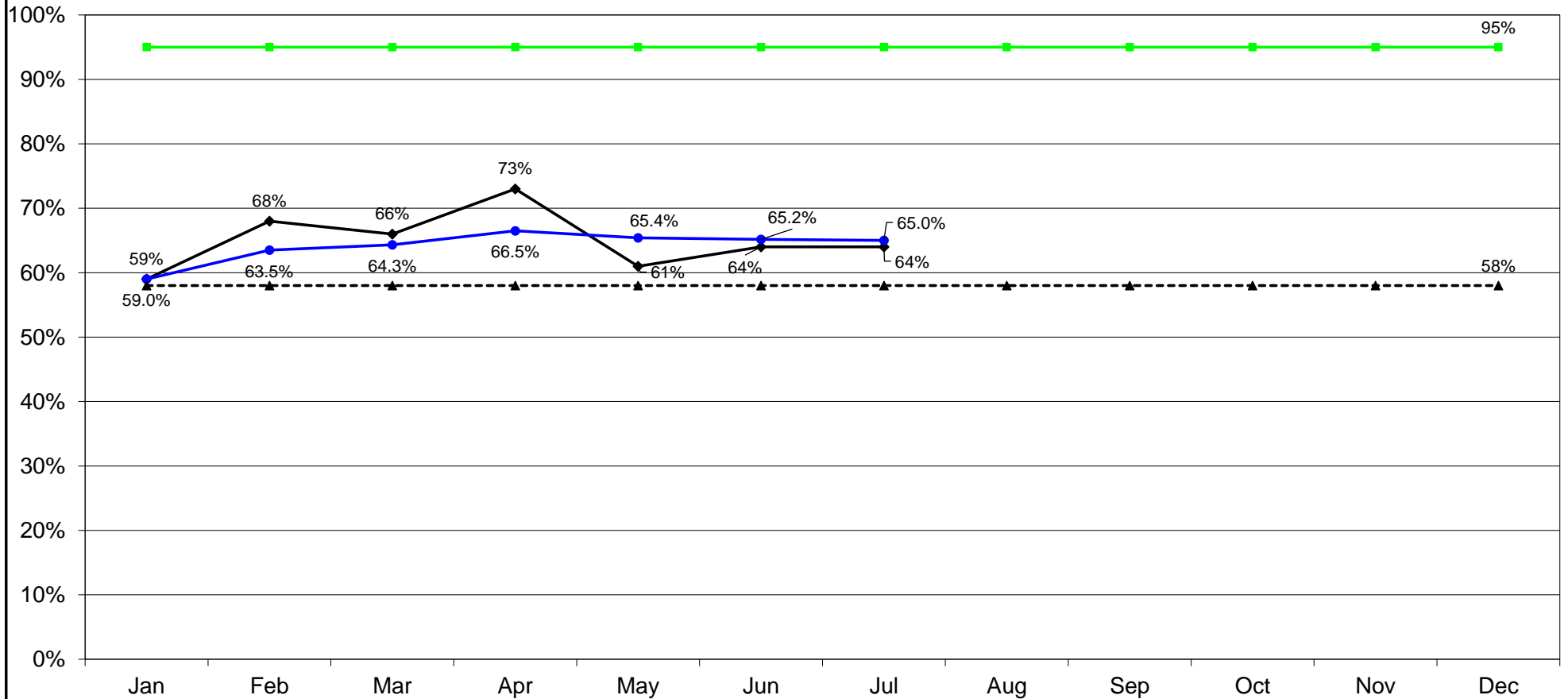


2024 Current: **65.0%**

2024 Target: **95.0%**

2023 Baseline: **58.0%**

% Improvement From Last Year: **12.07%**



2024 Scorecard:

Specialty Clinics - Third Next Available Appointment

True North:

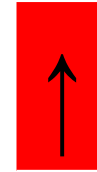
Quality

Owner:

Tuot

Goal Statement:

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

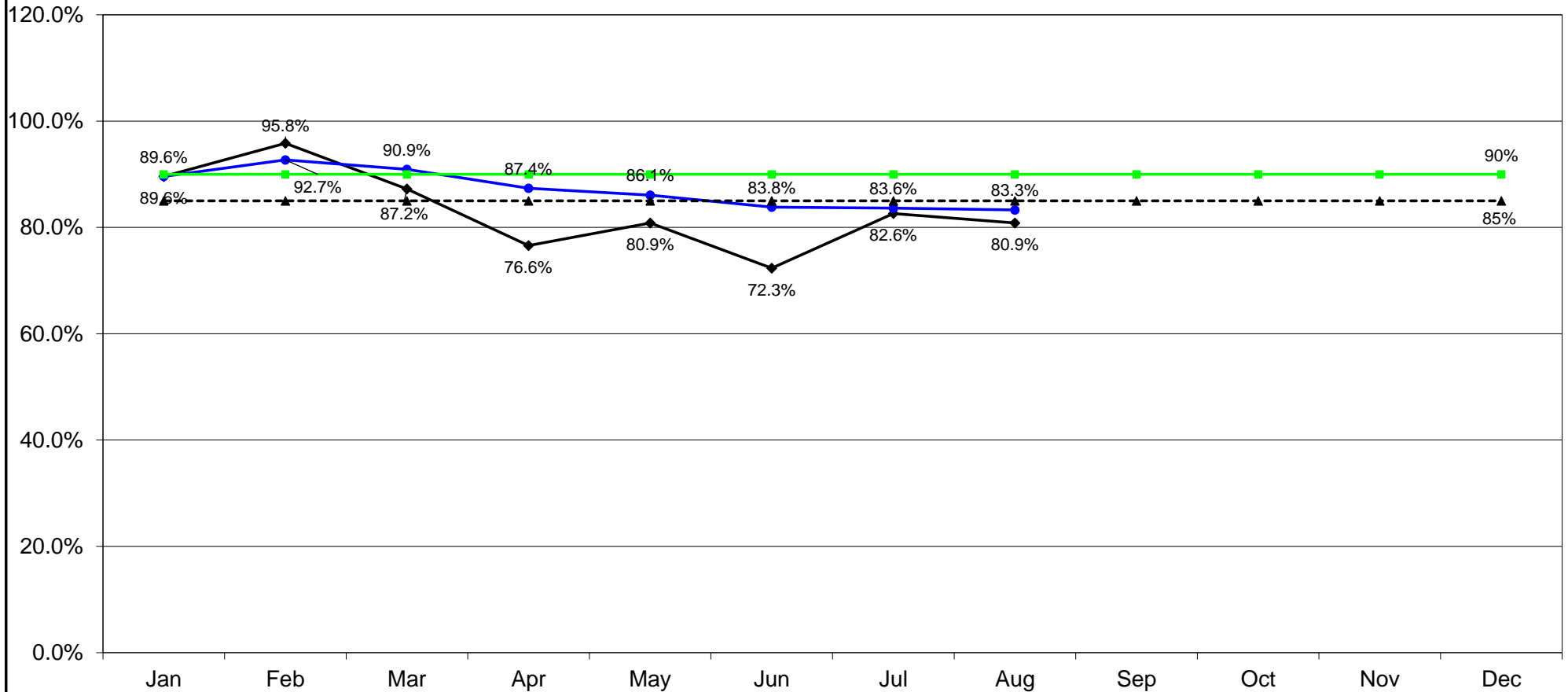


2024 Current: **83.3%**

2024 Target: **90.0%**

2023 Baseline: **85.0%**

% Improvement From Last Year: **-2.01%**



◆ MTD

● YTD

■ Target

-▲- Baseline

2024 Scorecard:

Dept of Care Coordination - Lower Level of Care

True North:

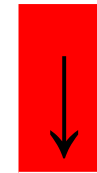
Quality

Owner:

Iverson, Ou, Morgos

Goal Statement:

Reduce Lower Level of Care patient days <=1100 days

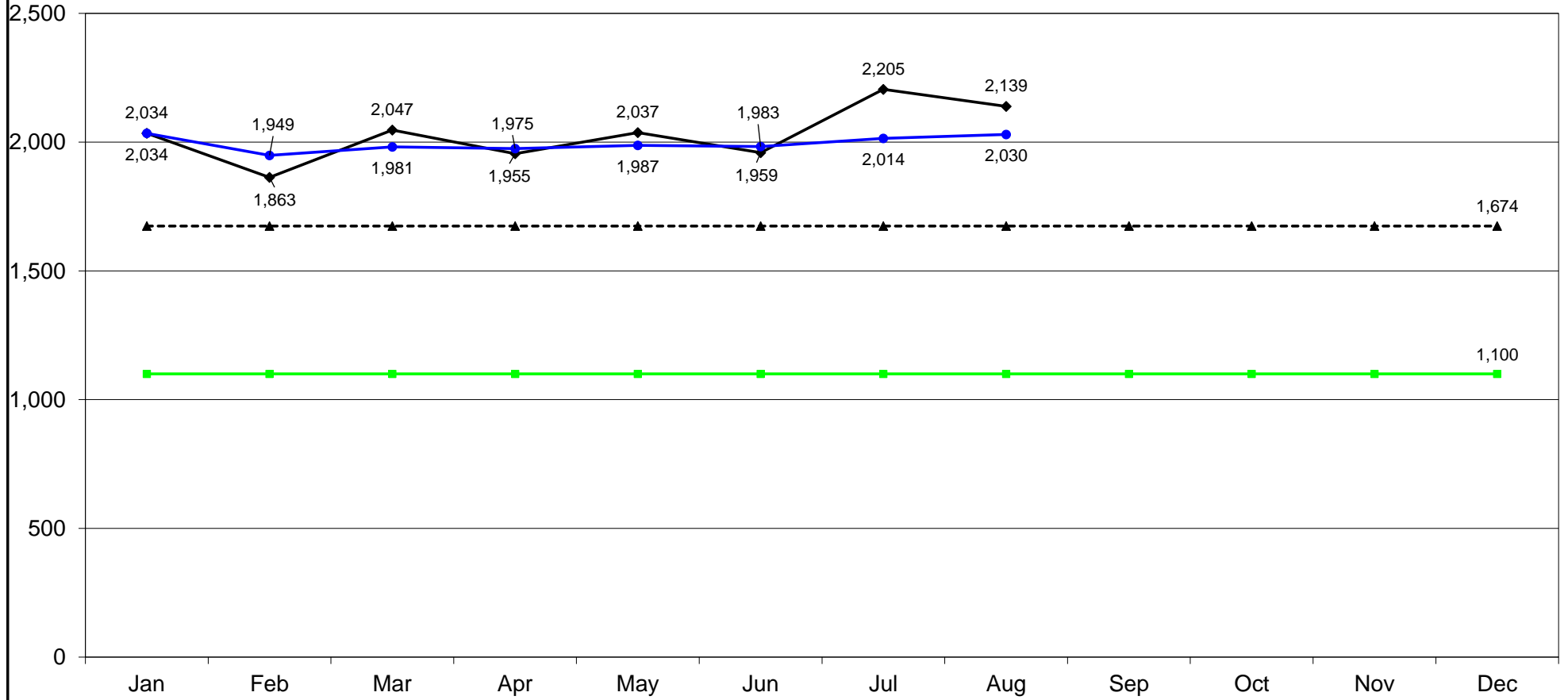


2024 Current: **2,030**

2024 Target: **1,100**

2023 Baseline: **1,674**

% Improvement From Last Year: **21.26%**



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:

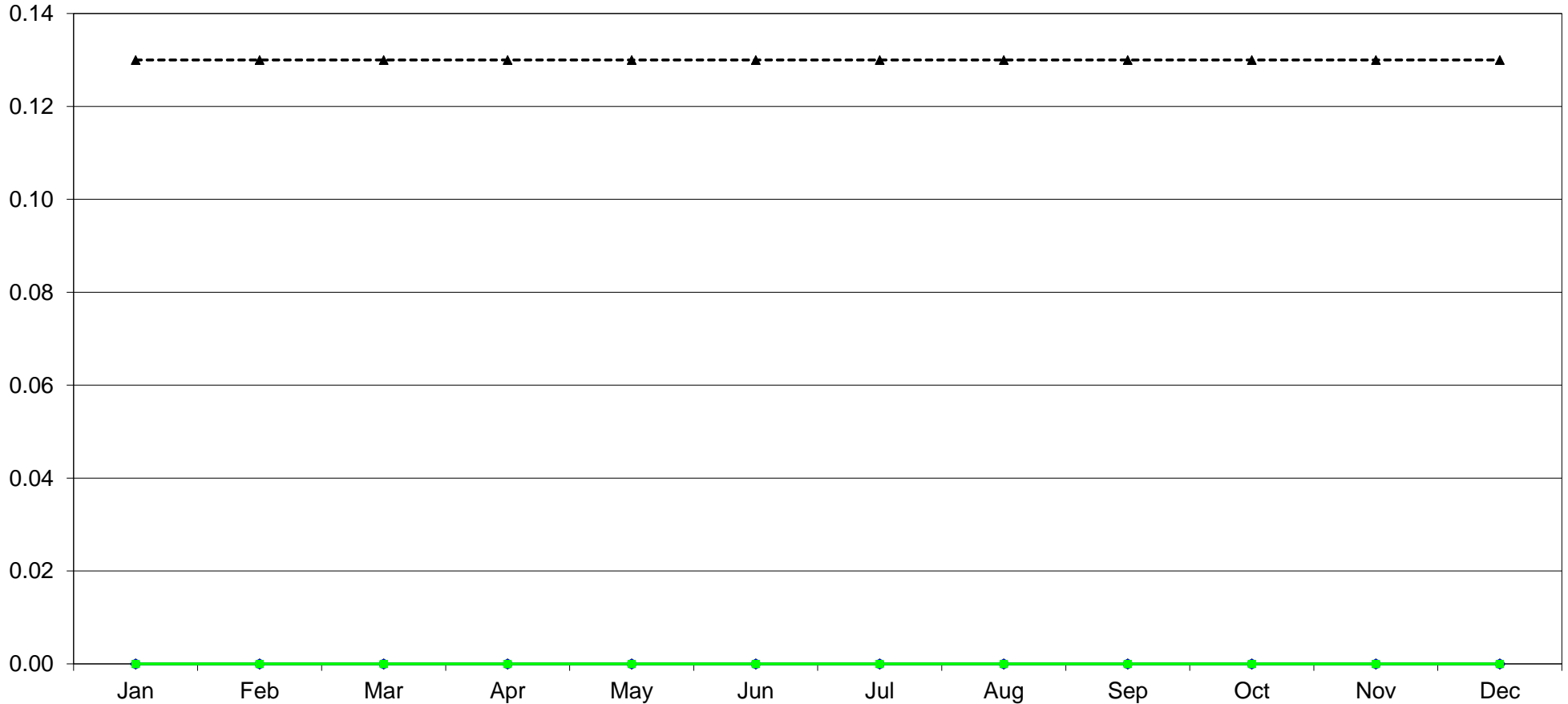
2024 Target:

0%

2023 Baseline:

13%

% Improvement From Last Year:



2024 Scorecard:

True North:

Owner:

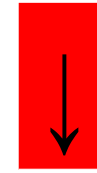
Goal Statement:

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)

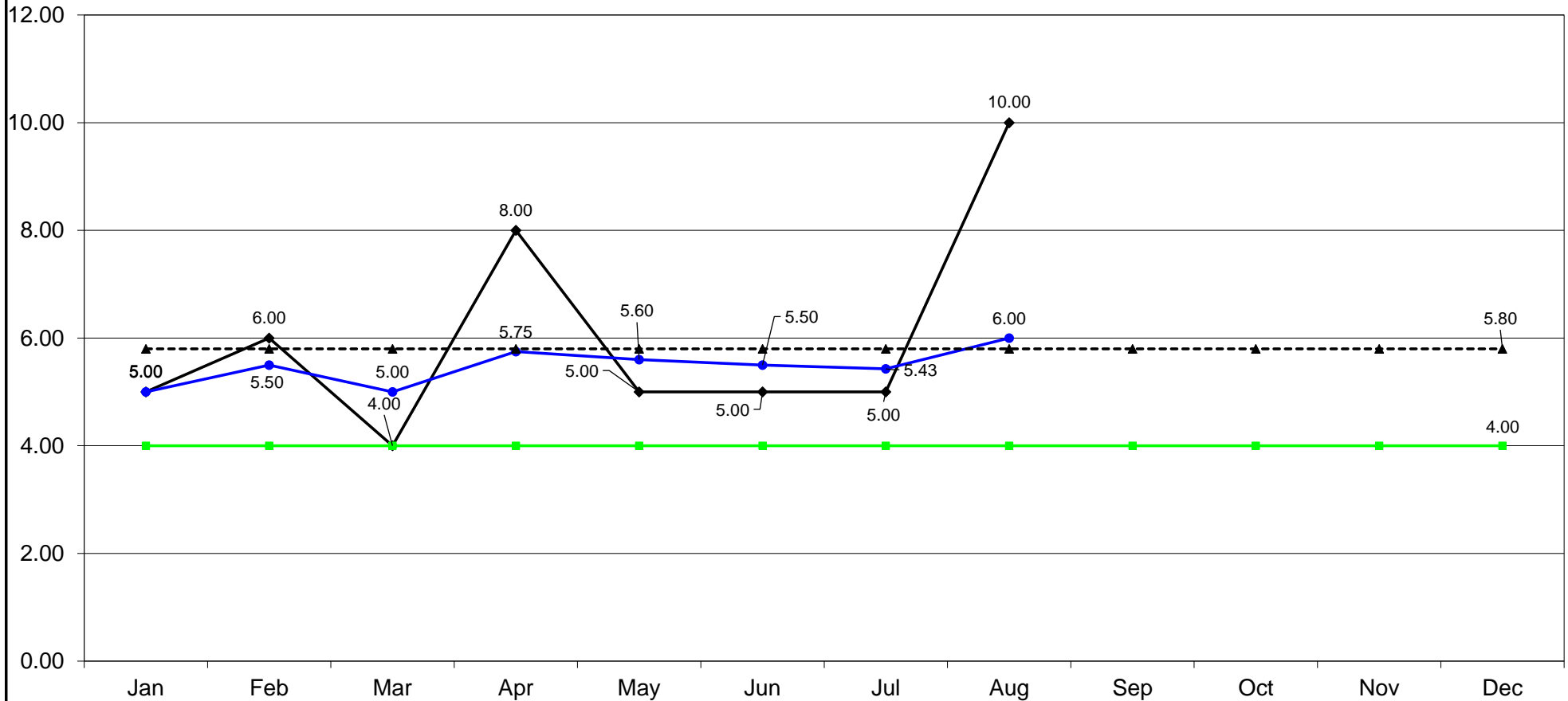


2024 Current: **6.00**

2024 Target: **4.00**

2023 Baseline: **5.80**

% Improvement From Last Year: **3.45%**



2024 Scorecard:

True North:

Owner:

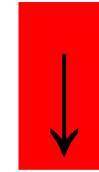
Goal Statement:

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.

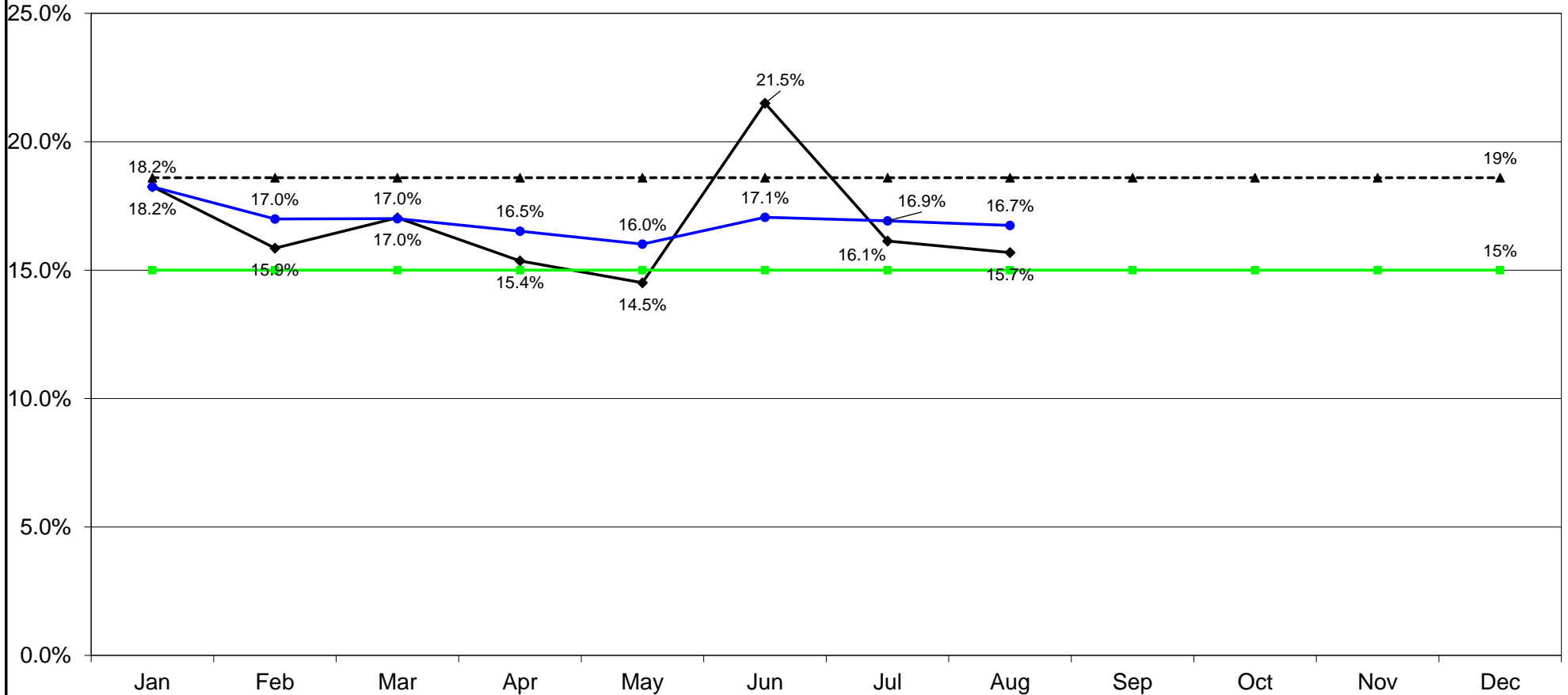


2024 Current: **16.7%**

2024 Target: **15%**

2023 Baseline: **18.6%**

% Improvement From Last Year: **-9.98%**



2024 Scorecard:

True North:

Owner:

Goal Statement:

CMS Star Rating

Quality

Ehrlich

Increase ZSFG Star Rating to 2 Stars

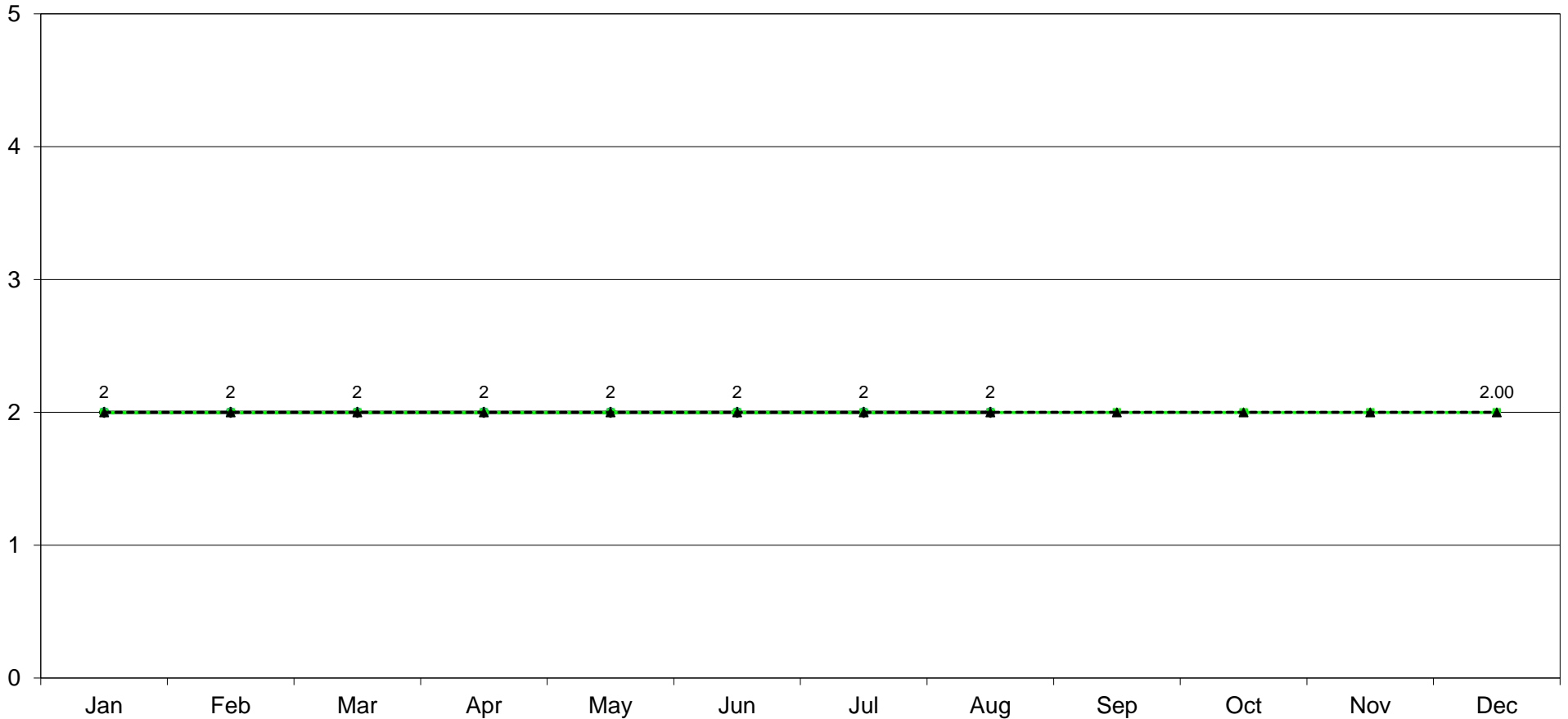


2024 Current: **2.00**

2024 Target: **2.00**

2023 Baseline: **2.00**

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



2024 Scorecard:

Likelihood to Recommend Hospital to Friends & Family

True North:

Care Experience

Owner:

Ehrlich

Goal Statement:

Increase % of positive responses for inpatients $\geq 77\%$

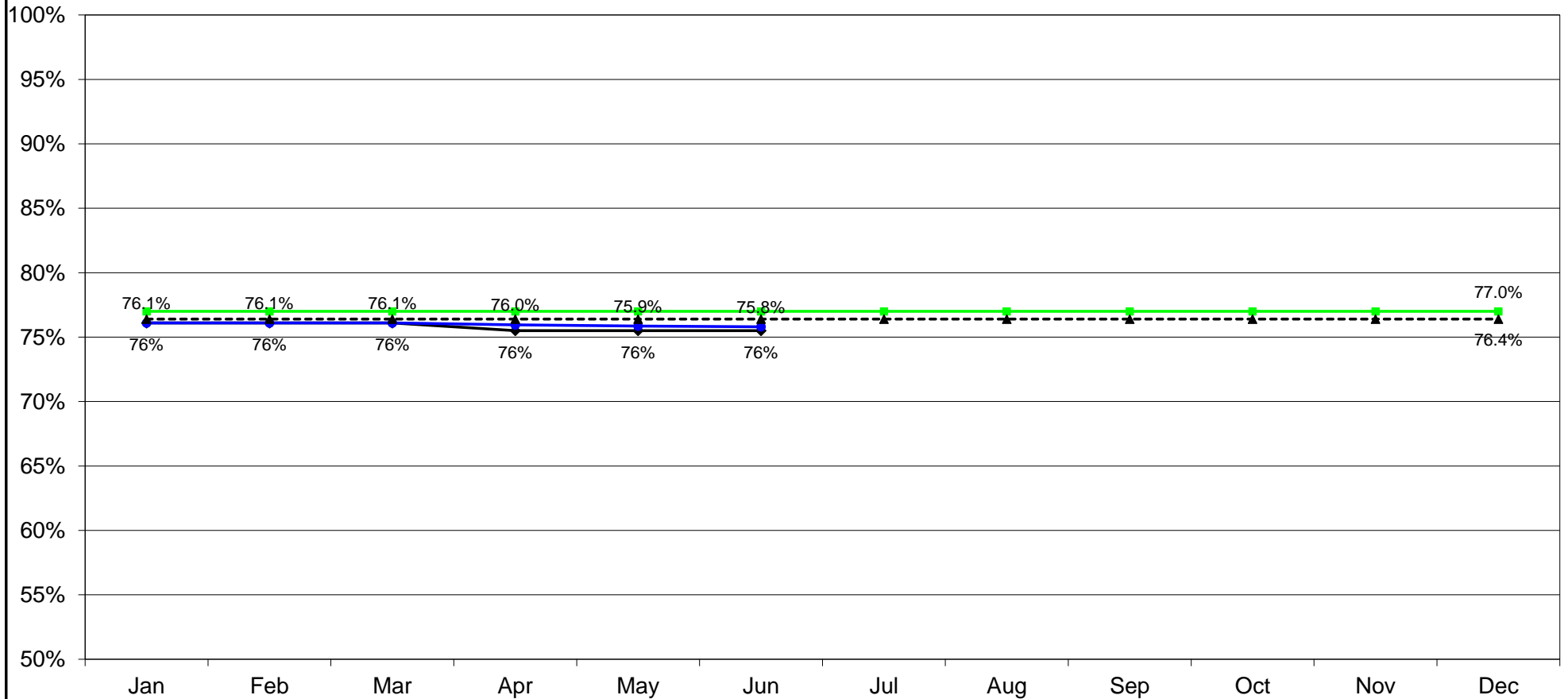


2024 Current: **75.8%**

2024 Target: **77%**

2023 Baseline: **76.4%**

% Improvement From Last Year: **-0.79%**



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%

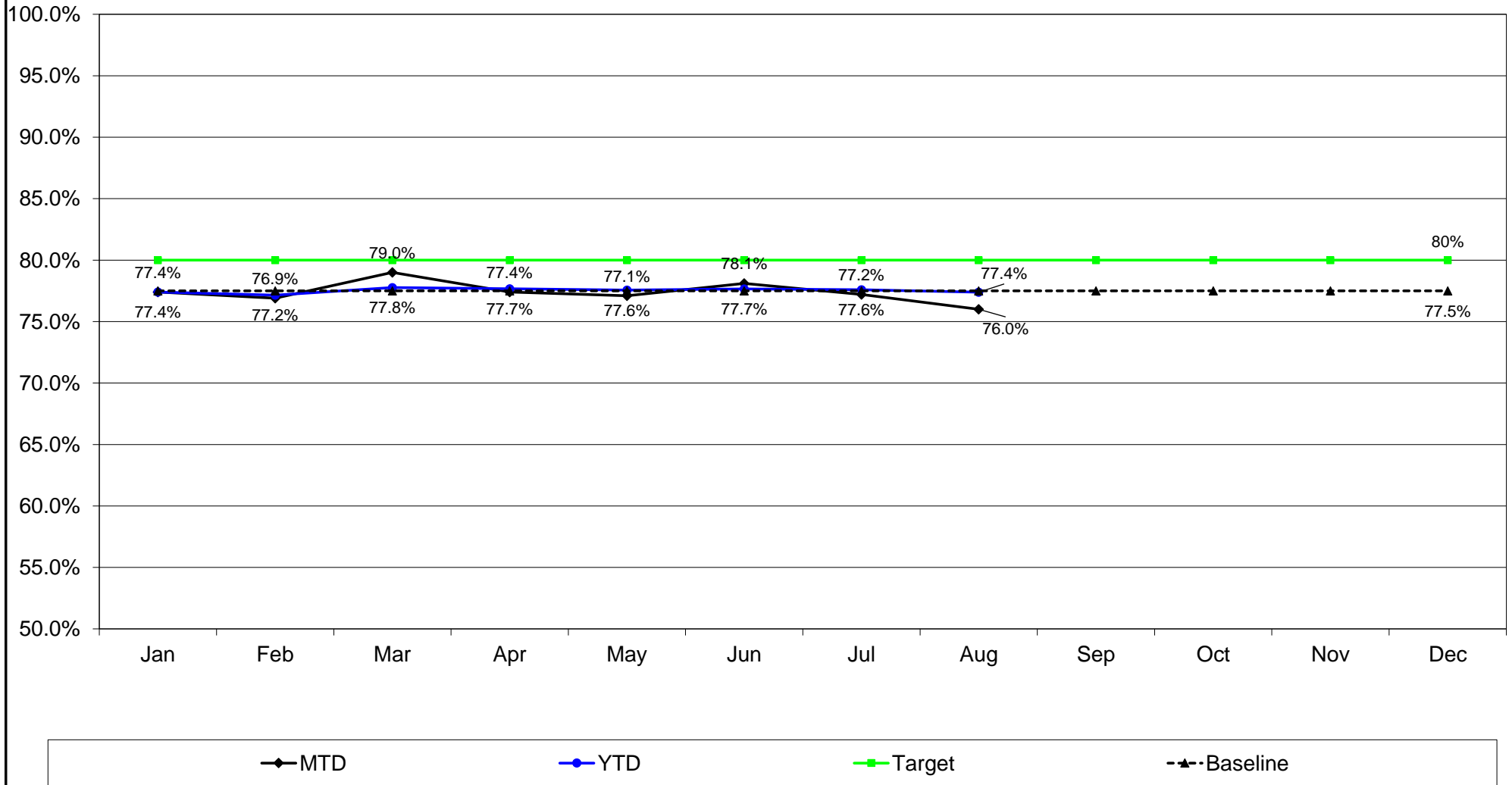


2024 Current: **77.4%**

2024 Target: **80%**

2023 Baseline: **77.5%**

% Improvement From Last Year: **-0.15%**



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%

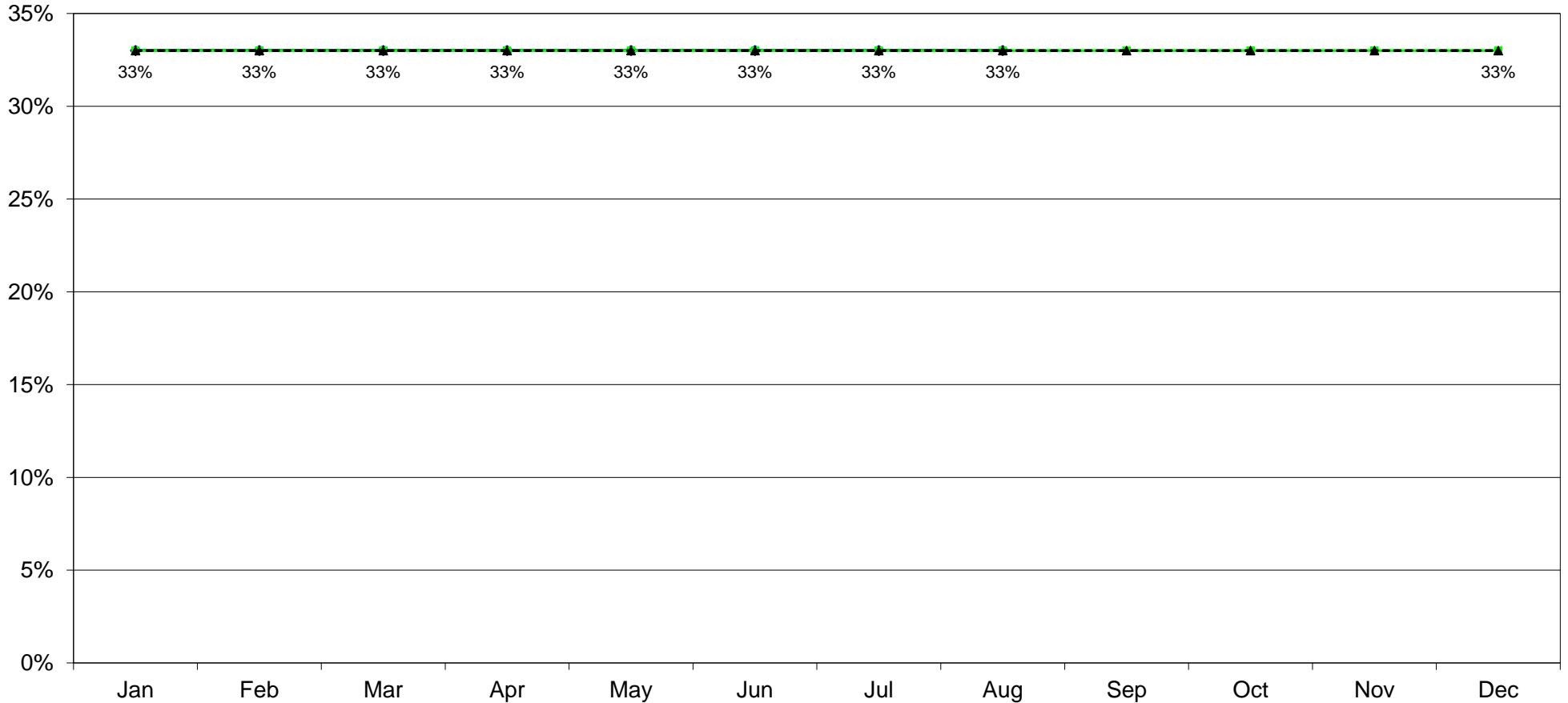


2024 Current: **33%**

2024 Target: **33%**

2023 Baseline: **33%**

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



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)

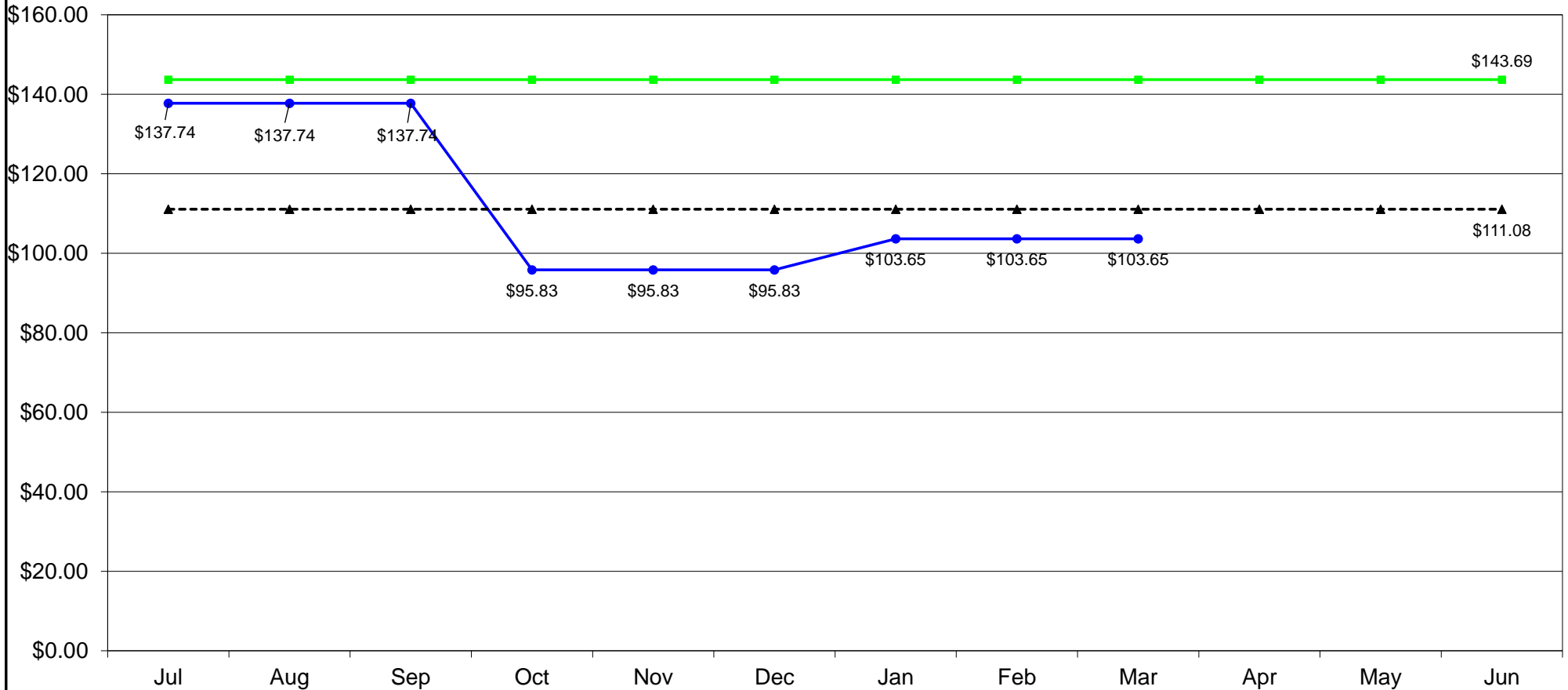


2024 Current: **\$103.65**

2024 Target: **\$143.69**

2023 Baseline: **\$111.08**

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



● YTD

■ Target

-▲- Baseline