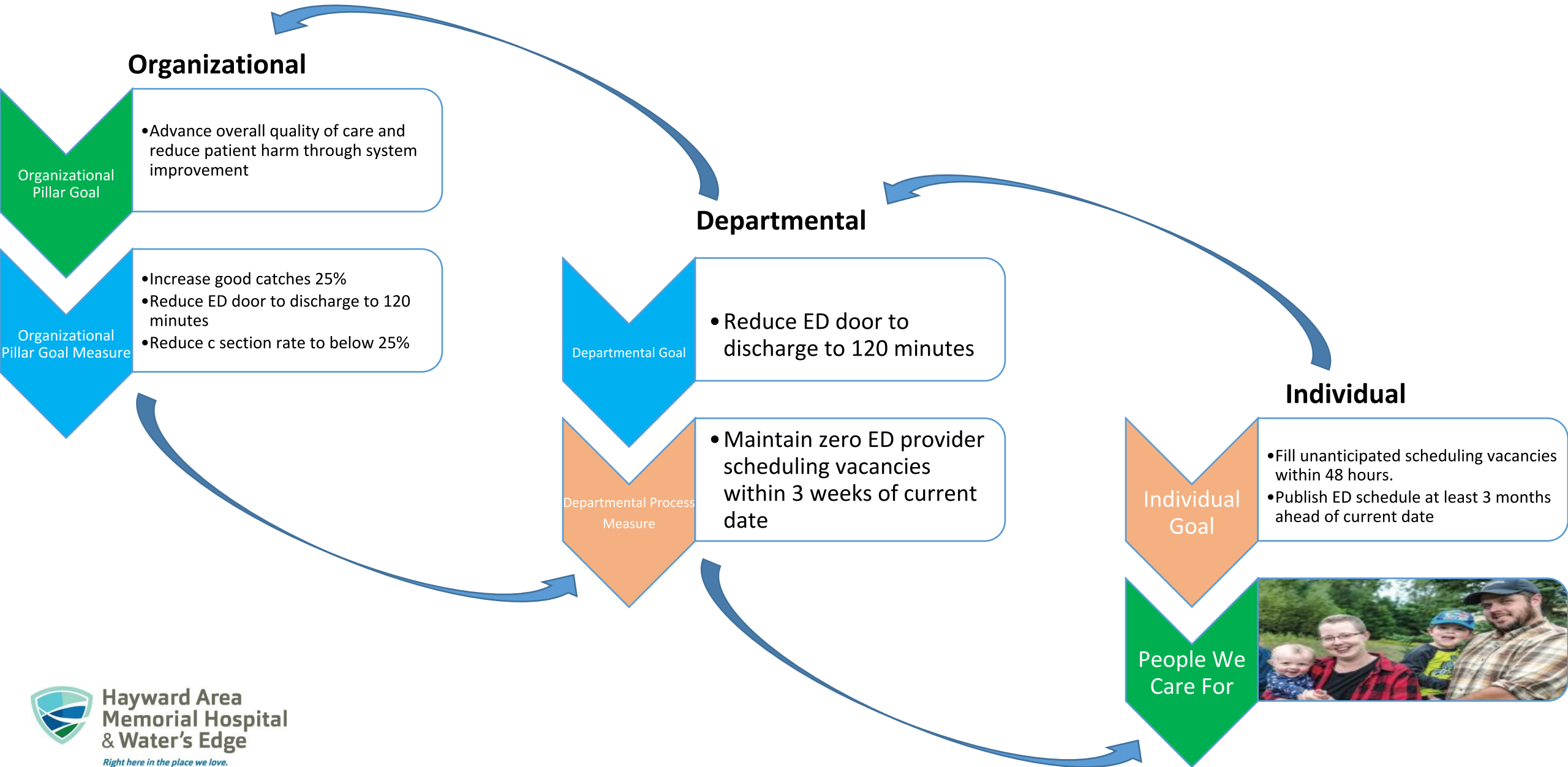


Goal Alignment 2020



Measure Ideas

Engagement

- Rate your day
- Rate your week
- List of wins/successes
- Tally of good vs. bad days
- Attendance at XYZ – forum, etc.
- Rate top question (i.e. are we adequately staffed today?)

Retention

- # of open shifts
- # of open positions
- # of training hours
- % completion of the training
- Years of seniority in the department
- # of new employees who have mentors

“I belong”

ED LOS

- Length of Stay by day, week
- # of stays over 4 hours
- Tally of root causes for long length of stays
- # of delays
- Turn around time for test, exam, etc
- # of prescriptions filled
- # of meds ordered
- # of patients waiting
- # of patients waiting longer than X minutes
- Door to doctor time
- Tally of complaints about delays or LOS

C-Section Rate

- Pain control
- Tally by cause of unplanned c-section
- Rate team confidence in care provided that day
- Labor minutes (how long mom has been pushing)

Measure Ideas

Outpatient Satisfaction

- # of patients who had trouble finding service
- # of patients who had multiple appointments
- # of times we coordinated care today
- # of times we had to respond to a question or concern today
- Rate how well test results and details were shared with the patient today

ED patient satisfaction

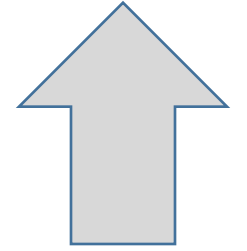
- # of delays
- # of times care was narrated
- # of bedside registrations completed
- # of new patients
- Average visit charge
- Max visit charge
- Min visit charge
- Rate how well we worked as a team today
- # of grievances
- # of grievances by root cause

Operating Margin

- Supply cost
- Labor hours worked
- Overtime hours
- Volume/activity – census, resident days, etc.
- Days in AR
- Billing backlog
- Coding backlog

Workforce

Organizational Pillar Goal Measure



MEASUREMENT (50%):

Overall employee engagement as measured by year over year

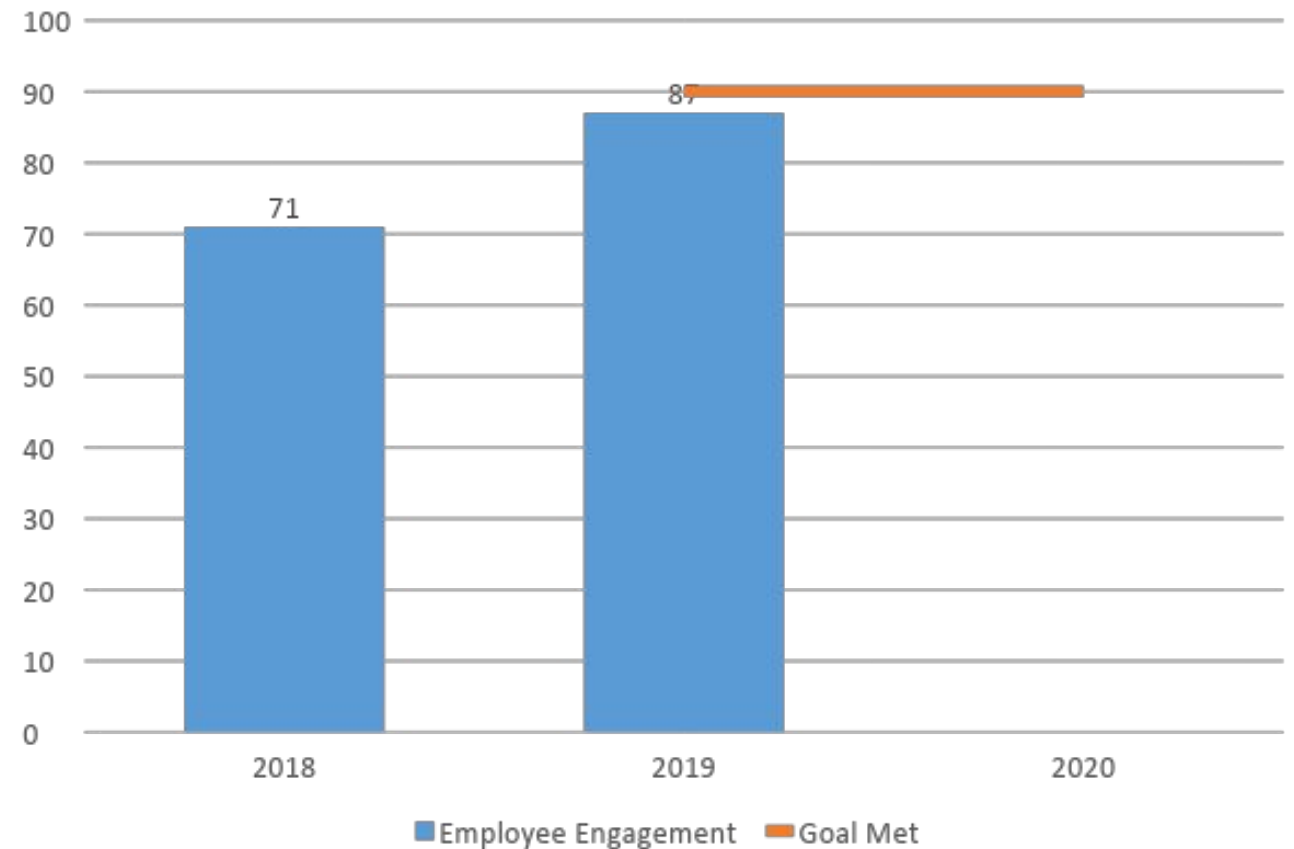
Target:

- Goal Exceeded: > 90th Percentile
- Goal Met: 90th Percentile
- Goal Not Met: < 90th Percentile

Team:

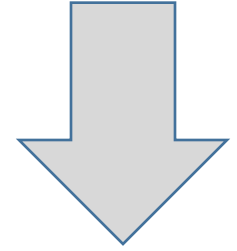
- Food Service
- EVS
- Lab
- Employee Experience Team
- IT
- Marketing and Communications
- Neighborhood Services
- RCAC
- Materials

Overall Employee Engagement Percentile



Workforce

Organizational Pillar Goal Measure



MEASUREMENT (25%):

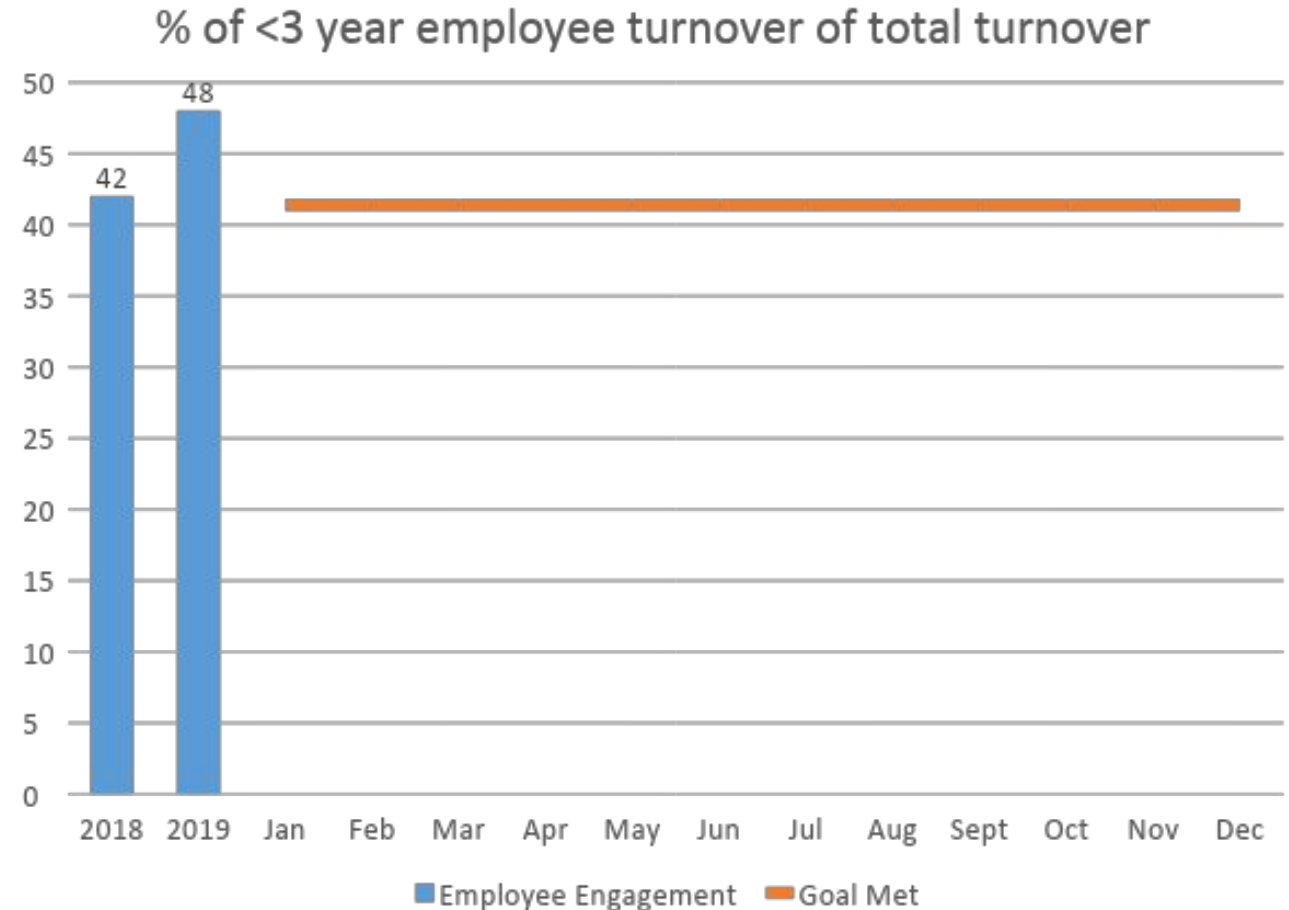
Engagement of employees with < 3 years of service, as measured by turnover of this group as a percentage of total turnover (includes voluntary & involuntary; excludes PRN no longer available)

Target:

- Goal Exceeded: > 41.49% of total turnover
- Goal Met: 41.49% of total turnover
- Goal Not Met: < 41.49% of total turnover

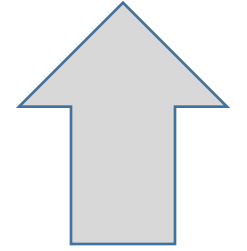
Team:

- HR
- Training Team
- Employee Experience
- MedSurg
- OB
- Waters Edge Nursing
- Specialty Services
- Food Services



Workforce

Organizational Pillar Goal Measure



MEASUREMENT (25%):

Engagement of employees as measured by top driver identified in the Employee Engagement Survey by site

Press Ganey Survey Key Driver Question #52—I feel like I belong in this organization

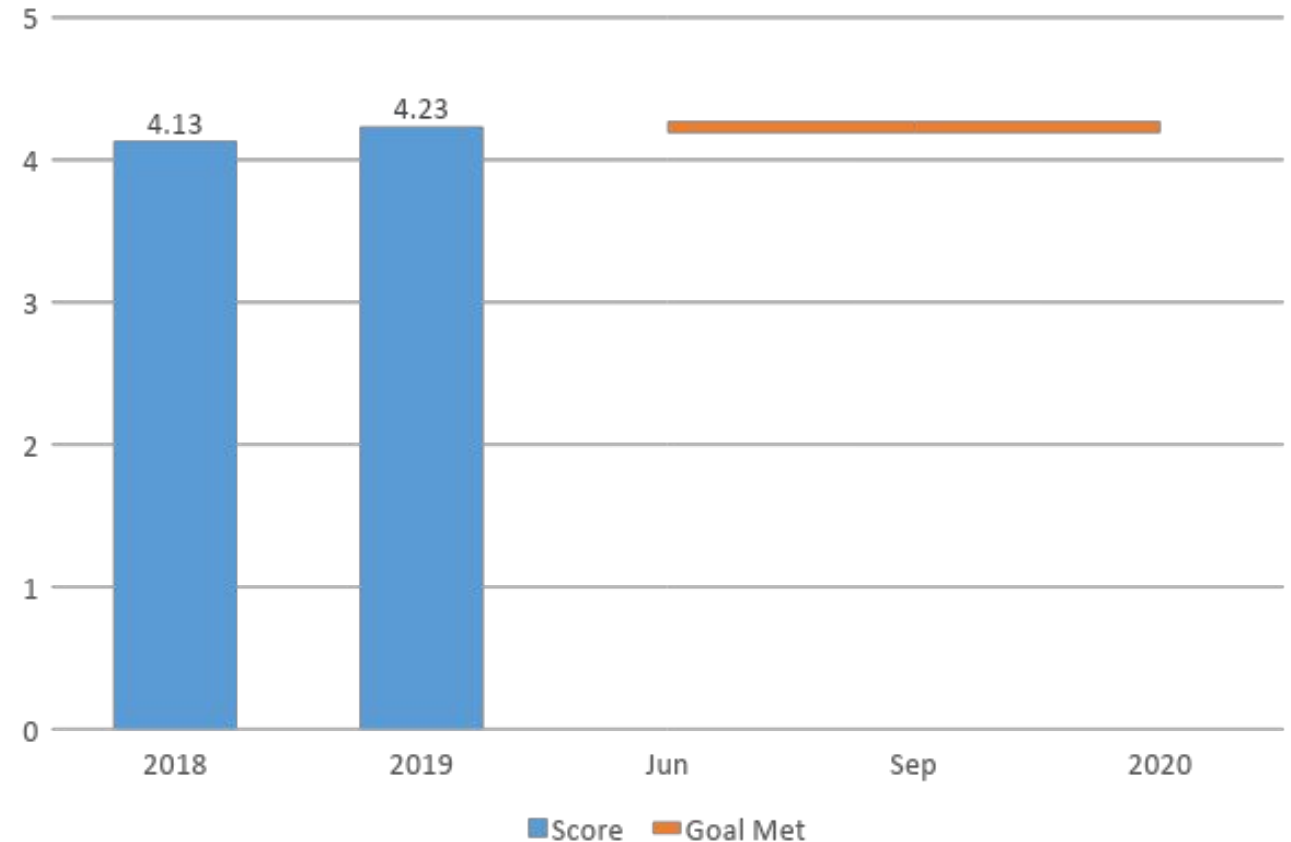
Target:

- Goal Exceeded: > 4.23
- Goal Met: 4.23
- Goal Not Met: < 4.23

Team:

- Employee Experience
- Community Trailblazers
- HR
- RT
- Neighborhood Services
- Social Services
- EVS

I feel like I belong in this organization



■ Score ■ Goal Met