**CLINICAL HOUSESTAFF INCENTIVE GOALS SCORECARD: Q-4 FY2009-2010**

**PATIENT SATISFACTION:**
On the patient satisfaction survey likelihood of recommending question, maintain an annual average (July 09 – June 10) mean score of 90 or percentile ranking of 71.

![Likelihood of Recommending](image)

**PATIENT SAFETY AND QUALITY:**
By June 2010, residents will achieve an average combined compliance of 85% with:
1) physician hand hygiene as measured by direct observation
2) influenza vaccination or completion of declination form
3) completion of the mandatory infection control module

![Patient Safety & Quality: Infection Control Measures](image)

**LAB UTILIZATION:**
By June 2010, UCSF Medical Center will decrease its average CBC and CBC plus differential volume by 5% (1.05 to 0.99 tests/patient/day). Volume will be calculated based on 10 months performance.

![CBC Utilization](image)

Immediate Attention (>5% below target)  Warning (≤5% below target)  On Target (meets or exceeds target)