PATIENT SATISFACTION:
For the period of July 2011-June 2012, on the patient satisfaction survey likelihood of recommending question, maintain an annual average mean score of 90.7.

PATIENT SAFETY AND QUALITY:
For the period of July 2011-June 2012, achieve 85% hand hygiene compliance for at least six of twelve months.

LAB UTILIZATION:
By June 2012 residents will decrease by 5% the aggregated utilization of common laboratory tests (defined as tests/inpatient day). Common tests will include, CBC, CBC with differential, electrolytes (Na, K, Cl, CO2, HCO3, Mg, Ca, Phos), BUN, Cr, AST, ALT, total bilirubin, alkaline phosphatase and albumin.