PATIENT SATISFACTION:
For the period of July 2012-June 2013, on the patient satisfaction survey likelihood of recommending question, obtain an average mean score of 91.6 for the last quarter of the fiscal year. Percentile rankings shown are national benchmarks.

PATIENT SAFETY AND QUALITY:
For the period of July 2012-June 2013, achieve 85% hand hygiene compliance by physicians for at least six of twelve months.

Resource Utilization/Discharge Process:
Complete 20% of all inpatient discharges before 12 PM, for at least six out of twelve months. This will include completion of all elements of the discharge process.