2014-15 Resident and Fellow QI Incentive Program

Dear Residents and Clinical Fellows,

UCSF Medical Center is most pleased to continue the UCSF Resident and Clinical Fellow Quality Improvement Incentive Program for 2014-2015. The program will provide direct financial “bonuses” to residents and clinical fellows based on achieving quality and operational goals which are linked to achieving excellence in patient care.

Goals for 2014-15:

Goals are determined by UCSF Medical Center and School of Medicine leadership based on clinical quality and operational priorities. They are focused on specific areas where physicians have the most impact, while at the same time being aligned with UCSF Medical Center organizational goals.

Goal #1: Patient Satisfaction

On the HCAHPS and CGCAHPS survey question; “would you recommend to your family & friends” achieve the following average result for the last quarter: 88% of patients rated “yes definitely.” (This goal is the same as the target patient satisfaction goal that has been set for all Medical Center Employees)

Goal #2: Patient Quality and Safety

During the FY15 influenza season, improve overall compliance with influenza vaccination at UCSF:

Tactics
1) Increase inpatient vaccinations to 90% (3 of 6 months)
2) Increase Primary Care vaccinations to 51%
3) Maintain Faculty, Staff and Residents vaccinations at >95%

Measurement: Achieve three of three tactics
(This goal is the same as the outstanding goal that has been set for all Medical Center employees)

Goal #3: Resource Utilization

Increase percent of patients discharged before noon to >20% for 6 of 12 months.

Compliance Reporting:

UCSF Medical Center will report compliance with the incentive goals on a regular basis (monthly or quarterly depending on the measure). Compliance with each goal will be measured as “goal met” or “goal not met.” Incremental improvements not resulting in the stated goal will not result in incremental payment.

Eligibility:

The program will be open to all clinical residents and fellows who are performing clinical care at UCSF Medical Center sites for at least 12 weeks between July 2014 and June 2015.

Payment:

For programs that do not have an approved program-specific goal, payment will be based on achievement of 3 goals, at a rate of $400 each for a maximum possible incentive payment of $1200.
For programs that have an approved additional program-specific incentive goal, payment will also be based on achievement of 3 goals, but with 4 opportunities to achieve 3 goals. Payment will be at a rate of $400 for each of 3 goals for a maximum possible incentive payment of $1200.

Payments will be made in September of 2015 through payroll.

As always, we are most appreciative of your extraordinary work taking care of patients and improving quality of care and the patient experience at UCSF!

Mark R. Laret, CEO
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