Dear Residents and Clinical Fellows,

We are excited to share the latest results for the UCSF Medical Center Resident and Clinical Fellow QI Incentive Program.

Housestaff-wide 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.”

Results: We currently have an average “yes definitely” rating of 88%.

We have achieved this goal for FY15!

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

Results:

<table>
<thead>
<tr>
<th>Population</th>
<th>% Immunized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient</td>
<td>97%</td>
</tr>
<tr>
<td>Primary Care</td>
<td>64.4%</td>
</tr>
<tr>
<td>Faculty, Staff, and Residents</td>
<td>98.2%</td>
</tr>
</tbody>
</table>

We have achieved this goal for FY15!

Quality Improvement Resources

Patient Satisfaction
- AIDET Smile

Patient Quality & Safety
- Flu Shot Locations and Clinics

Resource Utilization
- Discharge Dashboard
- QualDash

General Resources
- Patient Safety Bulletin
- Incident Reporting
- GME Website
Goal #3 – Resource Utilization: Increase percent of patients discharged before noon to >20% for 6 of 12 months.

Results: We have achieved our goal of >20% for 7 months (August, October, November, December, April, May, and June).

Discharges Before Noon

- Goal: >20%
- We have achieved this goal for FY15!

Program-specific Goals
Remarkable achievements were also made on our program-specific goals. You can view their projects here. Many of these projects have been presented at scholarly meetings and all represent outstanding work.

Congrats all!

Bobby Baron MD
Associate Dean, GME

Glenn Rosenbluth MD
Director, Quality and Safety Programs, GME