Goal #1: Patient Satisfaction

*Patient satisfaction was at an all-time high this year. Our Press-Ganey mean score was 92.4, and we achieved the 60th percentile in HCAHPS in the final quarter! This could not have been achieved without the effort put forth by everyone!* 

Goal #2: Discharges Before Noon

*This year marked the first ever month with >20% of patients discharged by noon, and we did it for 6 months!* 

Goal #3: Cost per discharge

*Our cost per discharge dropped to $18,540 which means we achieved a 0.6% reduction this year, exceeding our target! This was achieved through a variety of efforts on the part of all inpatient and outpatient providers. Great work!* 

**Goal #1:** On the patient satisfaction survey likelihood of recommending question, maintain an annual average (July 2013 – June 2014) mean score of 92.2 (50%) AND the average of all HCAHPS survey domains for the last quarter improve from 46th percentile to 60th (50%). 
(This goal is the same as the target patient satisfaction goal that has been set for all UCSF Medical Center employees.) 

**Goal #2:** Patient Quality and Safety
Increase percent of patients discharged before noon from 17.6% to 20% for 3 of 12 months. 
(This goal is the same as the Quality and Safety Goal that has been set for all UCSF Medical Center employees.) 

**Goal #3:** Resource Utilization
Achieve a 0.5% reduction in cost per discharge. 
(This goal is the same as the target operational goal that has been set for all UCSF Medical Center employees.)