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, as well as details of our progress.

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: In July we had an average “yes definitely” rating of 83%. This is down from our FY14 average of 86%.

**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: For the month of October, the overall inpatient influenza immunization compliance rate was 90%. We are making progress towards the goal of 95% employee compliance with the influenza vaccination program. GME currently has a compliance rate of 47.3%.
Goal #3 – Resource Utilization: Increase percent of patients discharged before noon to >20% for 6 of 12 months.

Results: We achieved our goal of >20% in August and October.

Program-specific Goals

We have 21 residency and fellowship programs that have developed program-specific goals and quality improvement programs. You can check out a complete list here.

Keep up the great work!

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