SFGH - Resident and Fellow QI Incentive Program

Dear Residents and Clinical Fellows,

We are extremely pleased to share the news that San Francisco General Hospital is participating in the Resident and Fellow QI Incentive Program! Details on the goals and eligibility can be found below.

SFGH Goals for 2014-15:

Goals are determined by SFGH 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 organizational goals.

GOAL #1: Improving Patient-Physician Communication
To improve patient experience and communication between physicians and patients, increase the annual SFGH-wide mean score for “Always” response on the inpatient HCAHPS survey “Communication with Doctors” domain from 71.3% to 76.3% by June 2015.
- $400 incentive payment per eligible physician: increase from baseline of 71.3% to 76.3%
- $200 incentive payment: increase of 2.5% from baseline of 71.3% to 73.8%

GOAL #2: Improving Timely Discharges
To improve safe, timely flow and access for SFGH patients, increase the percentage of SFGH patients who have a discharge order entered before 10am from 15% to 25%, and/or the number of patients discharged from the hospital before noon from 12.7% to 17.7%, without adverse increases in length of stay or readmission rates, by June 2015.
- $400 incentive payment: increase the percentage of patients discharged from the hospital before noon by 5% from baseline of 12.7% to 17.7% for 6 of 12 months
- $300 incentive payment: increase the percentage of patients discharged from the hospital before noon by 2.5% from baseline of 12.7% to 15.2% for 6 of 12 months
- $200 incentive payment: increase the percentage of patients who have a final discharge order before 10 am by 10% from baseline of 15% to 25% for 6 out of 12 months
- $100 incentive payment: increase the percentage of patients who have a final discharge order before 10 am by 5% from baseline of 15% to 20% for 6 out of 12 months

GOAL #3: Reducing Length of Stay in ED
To improve safe, timely flow and access for SFGH patients, decrease the median time between ED arrival and departure for discharged patients from 275 minutes to 242 minutes, without adverse effects on the number of patients who return within 7 days of discharge (7-day bounce-back), by June 2015.
- $400 incentive payment: decrease from baseline of 275 minutes to 242 minutes for 2 of 4 quarters
- $200 incentive payment: decrease from baseline of 275 minutes to 256 minutes for 2 of 4 quarters

Compliance Reporting:
SFGH will report compliance with the incentive goals on a regular basis (monthly or quarterly depending on the measure). Incremental improvements may be eligible for incremental payment as outlined above.

Eligibility:

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

Payment:

Eligible housestaff can earn up to $400 per goal achieved; with a total of 3 hospital-wide goals, residents and fellows can earn up to $1200. Unique to SFGH, housestaff can earn smaller incentive payments if lower threshold goals are met.

Payments will be made in September 2015 through payroll.

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