Goal #1: Patient Satisfaction  
Goal Achieved
For the composite of survey questions MD/Provider Communication Quality, achieve 4 of the following for percentage of patients rating "always" (top box) or mean goals for FY 2016:

- Inpatient adult (HCAHPS top box): 83.2% baseline (82.8%)
- Outpatient (CGCAHPS top box): 90.7% (baseline 90.2%)
- Pediatric (Press Ganey mean): 92 (baseline 91.9%)
- ED (Press Ganey mean): 88.6 (baseline 88.2%)
- Ambulatory Surgery (Press Ganey mean): 93.3% (baseline 92.8%)

Goal #2: Patient Quality and Safety

Reduce hospital onset clostridium difficile by 15% to 11.1/10,000 patient days.

Goal #3: Resource Utilization  
Goal Achieved
Reduce average cost per discharge by 0.5% to $26,326 (this metric accounts for outpatient services in addition to inpatient services)