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.”

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

Goal #3: Resource Utilization

Increase percent of patients discharged before noon to >20% for 6 of 12 months.