

# UCSF Resident and Clinical Fellow Quality Improvement Incentive Program

## 2014-2015 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.”

### 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.