

Dear Residents and Fellows,

We are pleased to continue the UCSF Resident and Clinical Fellow Quality Improvement (QI) Incentive Program. The program will provide direct financial “bonuses” to clinical housestaff based on achieving quality and operational goals that are linked to achieving excellence in patient care.

Goals are determined by UCSF Health leadership, which includes UCSF Medical Center and the UCSF School of Medicine, based on clinical quality and operational priorities. The goals are focused on specific areas where physicians have the most impact and align with UCSF Health’s organizational goals (see attached).

<p>Goal #1: Patient Quality and Safety – Achieve zero harm With an overarching goal to achieve zero harm, in 2016-17 providers and staff at UCSF Health will decrease the total number of events that cause harm to patients from the 2015-16 harm events baseline (with adjustment for volume growth) by at least 50 events. <i>Harm events include: CLABSI, CAUTI, VAP, SSI, HAPU, Falls with Injury, Serious safety events, Hospital-onset C.diff Infections, Workplace Injuries to staff, Reportable privacy breaches, Codes Outside ICU (BCH-SF), Infection exposures (Ambulatory)</i></p>	 <p>Goal Achieved</p>
<p>Goal #2: Patient Experience - Create an exceptional experience for our patients and their families On the HCAHPS and CGCAHPS survey in the “Physician/Provider Communication” survey section, our goal is that at least 75% of units/practice areas will improve from their 2015-16 scores.</p>	
<p>Goal # 3: Financial Strength - Lower our costs With our ongoing imperative to lower our costs, our long-term goal is to achieve the 75th percentile among UHC peer group & Break-even on Medicare reimbursement. This value represents all spending by UCSF Health (San Francisco campuses) in all inpatient and outpatient areas, corrected for volume. As a step towards meeting our long-term goal, this year’s target is to reduce our operating cost per case to at least \$24,061.</p>	 <p>Goal Achieved</p>

Compliance Reporting:

UCSF Health will report compliance with the incentive goals on a regular basis (monthly or quarterly depending on the measure). Compliance with each goal will be measured as “goal met” or “goal not met.” Incremental improvements not resulting in the stated goal will not result in incremental payment.

Eligibility:

The program will be open to all clinical housestaff who are performing clinical care at UCSF Health San Francisco sites for at least 12 weeks between July 2016 and June 2017.

Payment:

For programs that do not have a departmental goal, payment will be based on achievement of 3 goals, at a rate of \$400 each for a maximum possible incentive payment of \$1200.

For programs that have an approved additional Program-specific incentive goal, payment will also be based on achievement of 3 goals, but with 4 opportunities to achieve 3 goals. Payment will be at a rate of \$400 for each of 3 goals for a maximum possible incentive payment of \$1200.

Payments will be made in September of 2017 through regular payroll procedures.

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