On behalf of UCSF Health leadership, we are pleased to let you know that we had another highly successful year for the Resident and Fellow Quality Improvement Incentive Program.

All three of the 2017-2018 resident and fellow all-program quality improvement goals have been met!*

●	Quality and Safety: Achieve Zero Harm: Our goal was to reduce the number of events that cause harm to patients and staff from the FY17 baseline by at least 75 events to reach our target. **We reduced by 102 events! Outstanding!**
●	Patient Experience: Create an exceptional patient experience: Our goal was to improve the "Provider Communication" scores on our patient surveys in at least 59% of our units/practices/services. **We achieved outstanding results - with 50 out of 75 (67%) improving**
●	Finance: Lower our Costs: Our goal was to reduce our costs per case (admissions/clinic visits/procedures) by at least 0.5%. **We achieved the outstanding level after reducing the cost per case to $24,211, which is 1.7% below budget.**

As a result of these exceptional achievements, each eligible resident and clinical fellow will receive a one-time bonus payment of $400 per goal, to a maximum of $1200!

In order to be eligible, residents and fellows must have spent at least 12 weeks at UCSF Health (includes Parnassus, Mount Zion, Mission Bay, China Basin, and Langley Porter) during the 2017-18 academic year. We expect the bonus payments to be paid in mid-December.

Congratulations, and thanks for your very hard and excellent work!

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