

Supplemental Digital Figure 1

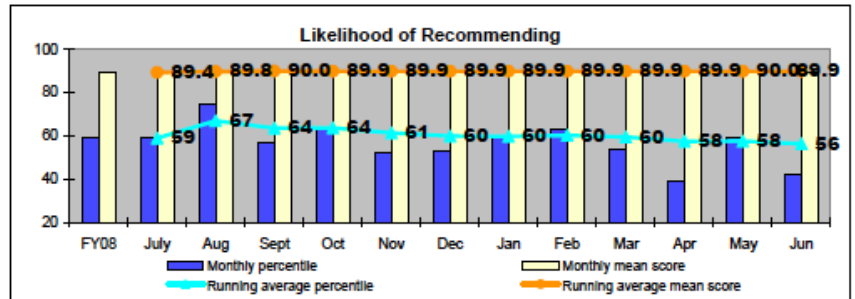
University of California, San Francisco Resident and Fellow Quality Improvement Incentive Program: Example of a Program Scorecard, 2009

CLINICAL HOUSESTAFF INCENTIVE GOALS SCORECARD: Q-4 FY2009

UCSF Medical Center

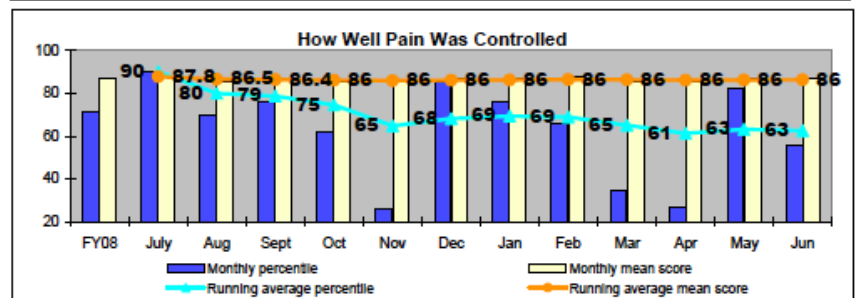
PATIENT SATISFACTION:

Maintain an annual average (July 08 – June 09) on the "Likelihood of Recommending" question on the patient satisfaction survey of a percentile ranking of 71 or a mean score of 89.8.



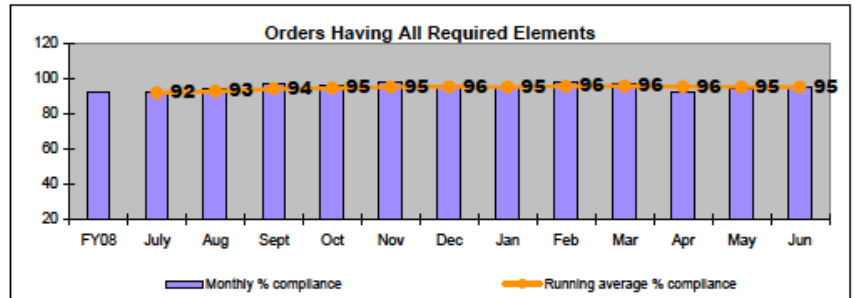
PAIN MANAGEMENT:

Maintain an annual average (July 08 – June 09) on the question of "how well your pain was controlled" on the inpatient patient satisfaction survey of a percentile ranking of 75 or a mean score of 87.0. *For this goal, the average will be calculated based on the best 10 months performance.*



PATIENT SAFETY AND QUALITY:

Achieve and maintain an average (July 08 – June 09) of 95% compliance with "do MD orders have all required elements" question on UCSF Medical Center compliance audits. *For this goal, the average will be calculated based on the best 10 months performance.*



Immediate Attention (>5% below target)



Warning (≤5% below target)



On Target (meets or exceeds target)