

FY2024 VUMC Enterprise Pillar Goals - May		Baseline	Previous FYTD	Current FYTD	Threshold	Target	Reach
People	Employee Retention	83.3%	85.7%	85.6%	83.3%	84.1%	85.0%
	Employee Engagement	4.19	Avail June	Avail June	4.19	4.22	4.26
Service	Overall Patient Experience	76.3%	77.8%	77.9%	76.4%	76.6%	77.1%
	Patient Appointments	N/A	5 of 9	5 of 9	3 of 9	5 of 9	7 of 9
	New Patient Visits within 14 days	46.3%	48.1%	48.1%	46.3%	48.0%	50.0%
	Provider Unused Templated Time	13.7%	15.7%	15.6%	15%-13%	<13% - 12%	<12% - >10%
	Total Provider Templated Hours	1,023,373	1,123,585	1,127,756	1,064,308	1,084,775	1,105,243
	Access Center	N/A	9 of 9	9 of 9	3 of 9	5 of 9	7 of 9
	Ease of Scheduling (Top Box PG)	81.8%	83.0%	83.1%	81.0%	81.8%	82.0%
	VAS Decision Trees Ending in Scheduled Appt.	76.9%	95.8%	95.8%	85.0%	90.0%	95.0%
	Blank Accounts	5,560	3,382	3,347	5,500	4,500	4,000
Quality	O/E Mortality	0.93	0.82	0.82	0.90	0.88	0.86
	Quality Preventative Care	84 of 100	87 of 100 (final)	87 of 100 (final)	70 of 100	78 of 100	86 of 100
	Patient Harm Index	24 of 43	24 of 44	21 of 44	24 of 44	30 of 44	39 of 44
	Readmission Rates	11 of 18	6 of 18	7 of 18	8 of 18	12 of 18	16 of 18
Growth & Finance	Length of Stay	2.83	2.81	2.81	2.86	2.82	2.78
	Surgical Inpatient Volumes	24,861	21,087	23,239	25,874	26,004	26,134
	Key Outpatient Procedures Volumes	381,675	346,101	384,847	379,030	382,859	388,602
Innovation	Academic Performance	6 of 9	Target (Q3)	Target (Q3)	4 of 12	7 of 12	9 of 12
	Grant and Contract Expenditures	\$799M	\$549M (Q3)	\$549M (Q3)	\$823M (+3%)	\$847M (+6%)	\$871M (+9%)
	Advance Equity in Clinical Research	N/A	Avail Q4	Avail Q4	Establish baselines using research flag in eSTAR/EPIC	Threshold + RPPRs in COEUS for NIH-funded clinical research studies	Establish baselines for participants in all clinical research studies
	Prestigious Recognition	15	10 (Q3)	10 (Q3)	14	15	16
	Research Impact Based on ORCID	100%	96% (Q3)	96% (Q3)	90%	95%	100%
	Value Based Care	N/A	5pts	5pts	4-5pts	6-10pts	11-15pts
	Employer Bundles	Development 2/3117	40	40	<70	70-83	>83
	PROMs Completion Rates	62.1%	65.6% / 2 Conditions	66.4% / 2 Conditions	60% Completion / 1 Disease Condition	65% Completion / 2 Disease Conditions	70% Completion / 3 Disease Conditions