

FY2024 VUMC Enterprise Pillar Goals - June		Baseline	Previous FYTD	Current FYTD	Threshold	Target	Reach
People	Employee Retention	83.3%	85.6%	85.5%	83.3%	84.1%	85.0%
	Employee Engagement	4.19	3.99	3.99	4.19	4.22	4.26
Service	Overall Patient Experience	76.3%	77.9%	77.8%	76.4%	76.6%	77.1%
	Patient Appointments	N/A	5 of 9	4 of 9	3 of 9	5 of 9	7 of 9
	New Patient Visits within 14 days	46.3%	48.1%	47.9%	46.3%	48.0%	50.0%
	Provider Unused Templated Time	13.7%	15.6%	15.4%	15%-13%	<13% - 12%	<12% - >10%
	Total Provider Templated Hours	1,023,373	1,127,756	1,120,643	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%	83.1%	83.1%	81.0%	81.8%	82.0%
	VAS Decision Trees Ending in Scheduled Appt.	76.9%	95.8%	96.7%	85.0%	90.0%	95.0%
	Blank Accounts	5,560	3,347	3,290	5,500	4,500	4,000
Quality	O/E Mortality	0.93	0.82	0.81	0.90	0.88	0.86
	Quality Preventative Care	84 of 100	87 of 100 (final)	87 of 100	70 of 100	78 of 100	86 of 100
	Patient Harm Index	24 of 43	21 of 44	27 of 44	24 of 44	30 of 44	39 of 44
	Readmission Rates	11 of 18	7 of 18	6 of 18	8 of 18	12 of 18	16 of 18
Growth & Finance	Length of Stay	2.83	2.81	2.80	2.86	2.82	2.78
	Key Outpatient Procedures Volumes	381,675	384,847	419,740	379,030	382,859	388,602
	Surgical Inpatient Volumes	24,861	23,239	25,275	25,874	26,004	26,134
Innovation	Academic Performance	6 of 9	Target (Q3)	10 of 12	4 of 12	7 of 12	9 of 12
	Grant and Contract Expenditures	\$799M	\$549M (Q3)	\$867M	\$823M (+3%)	\$847M (+6%)	\$871M (+9%)
	Advance Equity in Clinical Research	N/A	Avail Q4	Target	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)	16	14	15	16
	Research Impact Based on ORCID	100%	96% (Q3)	100%	90%	95%	100%
	Value Based Care	N/A	5pts	14 pts	4-5pts	6-10pts	11-15pts
	Employer Bundles	Development 2/3117	40	95	<70	70-83	>83
	PROMs Completion Rates	62.1%	66.4% / 2 Conditions	66.7% / 3 Conditions	60% Completion / 1 Disease Condition	65% Completion / 2 Disease Conditions	70% Completion / 3 Disease Conditions