

FY2025 VUMC Enterprise Pillar Goals - September		Baseline	FYTD	Threshold	Target	Reach
People	Workforce Retention	85.5%	86.2%	83.0%	84.5%	86.0%
	Workforce Engagement and Satisfaction	3.99	Avail May	4.00	4.05	4.15
		3.97	Avail May	3.92	3.97	4.02
Service	Overall Patient Experience	79.3%	80.4%	79.2%	79.4%	79.7%
	Ambulatory Visits	2,480,740	639,930	2,455,933	2,480,740	2,505,547
	Access Composite	N/A	4 of 12	4 of 12	7 of 12	9 of 12
	New Patient Visits within 14 days	49.4%	47.3%	48.8%	49.5%	50.4%
	Ease of Scheduling (Top Box PG)	83.1%	83.7%	82.7%	83.1%	83.3%
	VAS Decision Trees Ending in Scheduled Appt.	76.9%	89.5%	85.0%	90.0%	95.0%
	New Patient Average Lead Days	32.3	34.6	32.5	32.2	31.8
Quality	O/E Mortality	0.81	0.79	0.88	0.86	0.85
	Patient Harm Events Per Month	107	101	110	107	104
	Readmissions	11.1%	9.8%	11.1%	10.8%	10.5%
	Preventative Care	76%	75%	75%	76%	77%
Growth & Finance	Length of Stay	2.80	2.74	2.84	2.81	2.77
	Surgical Inpatient Volumes	25,981	6,603	25,721	25,981	26,371
	Key Outpatient Procedures and Surgical Outpatient Cases	457,508	123,006	452,932	457,508	464,371
Equity and Innovation	Academic Performance	N/A	7 of 9	3 of 9	5 of 9	7 of 9
	Grant and Contract Expenditures	\$761.9M	\$188.6M	\$784.7M	\$807.6M	\$830.4M
	Prestigious Recognition	16	10	15	16	17
	Research Impact Based on ORCID	100%	96%	90%	95%	100%
	Research Impact Based on + H-index	147	Avail Q4	147	148	149
	Health Equity	N/A	2 of 12	4 of 12	7 of 12	9 of 12
	Sociodemographic Data Collection	97.1%	96.7%	97.3%	97.8%	98.1%
	Workforce Education	N/A	N/A	70.0%	72.0%	75.0%
	Workforce Retention	78.0% (6.2%)	79.1% (5.16%)	77.3% (5.7%)	79.3% (5.2%)	81.0% (4.7%)
Equity in Clinical Outcomes	45.4%	46.8%	46.4%	48.4%	50.4%	