

FY2025 VUMC Enterprise Pillar Goals - December			Baseline	Prior FYTD	FYTD	Threshold	Target	Reach
People	1	Workforce Retention	85.5%	86.3%	86.5%	83.0%	84.5%	86.0%
	2	Workforce Engagement and Satisfaction	3.99	Avail May	Avail May	4.00	4.05	4.15
	3		3.97	Avail May	Avail May	3.92	3.97	4.02
Service	4	Overall Patient Experience	79.3%	80.2%	80.2%	79.2%	79.4%	79.7%
	5	Ambulatory Visits	2,480,740	1,074,880	1,277,639	2,455,933	2,480,740	2,505,547
	6	Access Composite	N/A	4 of 12	4 of 12	4 of 12	7 of 12	9 of 12
		New Patient Visits within 14 days	49.4%	47.3%	47.1%	48.8%	49.5%	50.4%
		Ease of Scheduling (Top Box PG)	83.1%	83.7%	83.8%	82.7%	83.1%	83.3%
		VAS Decision Trees Ending in Scheduled Appt.	76.9%	89.5%	89.5%	85.0%	90.0%	95.0%
		New Patient Average Lead Days	32.3	34.2	34.2	32.5	32.2	31.8
Quality	7	O/E Mortality	0.87	0.84	0.82	0.97	0.95	0.94
	8	Patient Harm Events Per Month	107	95	94	110	107	104
	9	Readmissions	11.1%	10.7%	10.3%	11.1%	10.8%	10.5%
	10	Preventative Care	76%	76%	77%	75%	76%	77%
Growth & Finance	13	Length of Stay	2.80	2.74	2.75	2.84	2.81	2.77
	14	Surgical Inpatient Volumes	25,981	11,094	13,247	25,721	25,981	26,371
	15	Key Outpatient Procedures and Surgical Outpatient Cases	457,508	205,532	244,025	452,932	457,508	464,371
Equity and Innovation	16	Academic Performance	N/A	7 of 9 (Q1)	5 of 9	3 of 9	5 of 9	7 of 9
		Grant and Contract Expenditures	\$761.9M	\$188.6M (Q1)	\$380.4M	\$784.7M	\$807.6M	\$830.4M
		Prestigious Recognition	16	10 (Q1)	12	15	16	17
		Research Impact Based on ORCID	100%	96% (Q1)	97%	90%	95%	100%
		Research Impact Based on + H-index	147	Avail Q4	Avail Q4	147	148	149
	17	Health Equity	N/A	5 of 12	8 of 12	4 of 12	7 of 12	9 of 12
		Sociodemographic Data Collection	97.1%	97.8%	97.8%	97.3%	97.8%	98.1%
		Workforce Education	N/A	71.2%	78.5%	70.0%	72.0%	75.0%
		Workforce Retention	78.0% (6.2%)	6.2%	6.6%	77.3% (5.7%)	79.3% (5.2%)	81.0% (4.7%)
	Equity in Clinical Outcomes	45.4%	48.4%	50.9%	46.4%	48.4%	50.4%	