From: UCSF-GME
Subject: From Associate Dean, Robert Baron: Housestaff Incentive Program Second Quarter Update
Date: Monday, March 02, 2009 2:28:00 PM
Attachments: Residents Scorecard-Q2 FY09.pdf

Dear all:

Attached is the current status for the three clinical housestaff incentive goals.

1) **Patient Satisfaction:** the mean score for patient satisfaction has been consistently higher this year and is now just above the goal level! Much of the improvement has come from improved patient satisfaction in the ambulatory care setting. Thanks to all for working hard on this!

2) **Pain Management:** the mean score for this is improved from last year, but is slightly below the goal. The goal, however, is still achievable. Remember that this measure, patient satisfaction related to pain control, is not only a measure of actual pain, but also a measure of how well we collectively address patients' pain concerns.

3) **Patient Safety and Quality**: the mean score for this goal (writing medical orders compliantly) is also above our goal level! Congrats to all. Although the challenges of writing orders without a CPOE system remain, we are doing a terrific job at making sure that orders have "all the required elements." Stay focused on this, and the goal will be met!

Strong work!

Bobby Baron