

UCSF Medical Center Clinical Housestaff Performance Incentive Program 2008-2009

UCSF Medical Center is pleased to continue the UCSF Clinical Housestaff Incentive Program. The program will provide direct financial payments to clinical housestaff based on achieving quality and operational goals which are linked to achieving excellence in patient care.

Goals:

Goals are determined by UCSF Medical Center and School of Medicine leadership based on clinical quality and operational priorities. They will be focused on specific areas where physicians have the most impact, while at the same time being aligned with UCSF Medical Center organizational goals.

Housestaff Incentive Goals will be announced for the fiscal year '08-'09, concurrent with the UCSF Medical Center staff incentive program.

Fiscal Year 2008-2009 Goals

Goal #1: Patient Satisfaction

On the patient satisfaction survey *likelihood of recommending* question, maintain an annual average (July 08 – June 09) of mean score of 89.8 or percentile ranking of 71. (This goal is the same as the target patient satisfaction goal that has been set for Medical Center Staff)

Goal # 2: Patient Quality and Safety

Achieve and maintain an average (July 08 – June 09) of 95% compliance with “*do MD orders have all required elements*” question on UCSF Medical Center compliance audits (required components include medication name, dose, frequency, route, indication, titration or hold parameters and weight-based dosing, if applicable). Average will be calculated based on best 10 months performance.

Goal #3: Pain Management

On the inpatient patient satisfaction survey *how well your pain was controlled* question, maintain an annual average (July 08-June 09) of mean score of 87.0 or percentile ranking of 75. Average will be calculated based on best 10 months performance.

Compliance Reporting

UCSF Medical Center will report compliance with the incentive goals on a regular basis (monthly or quarterly depending on the measure). When possible and appropriate, data will be

published at a department level to assist in identifying where more focused effort may be required.

Compliance with each goal will be measured as “goal met” or “goal not met.” Incremental improvements not resulting in the stated goal will not result in incremental payment.

Eligibility:

The program will be open to all clinical housestaff who are performing clinical care at UCSF Medical Center sites for at least 12 weeks between July 2008 and June 2009.

Payment:

For Fiscal Year 2008-2009, payment will be based on achievement of 3 quality and operational goals, at a rate of \$400 each for a maximum possible incentive payment of \$1,200.

Payments will be made in June/July of 2009 through regular payroll procedures.