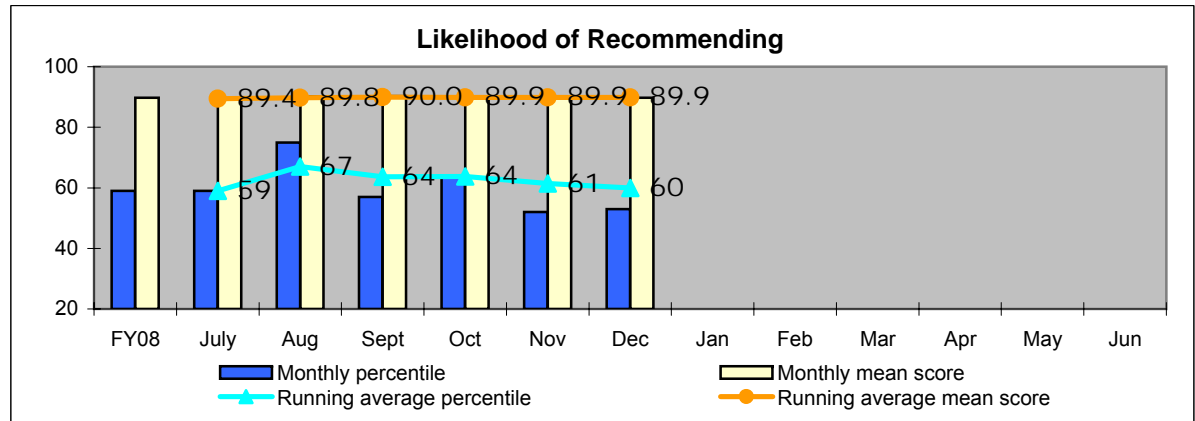


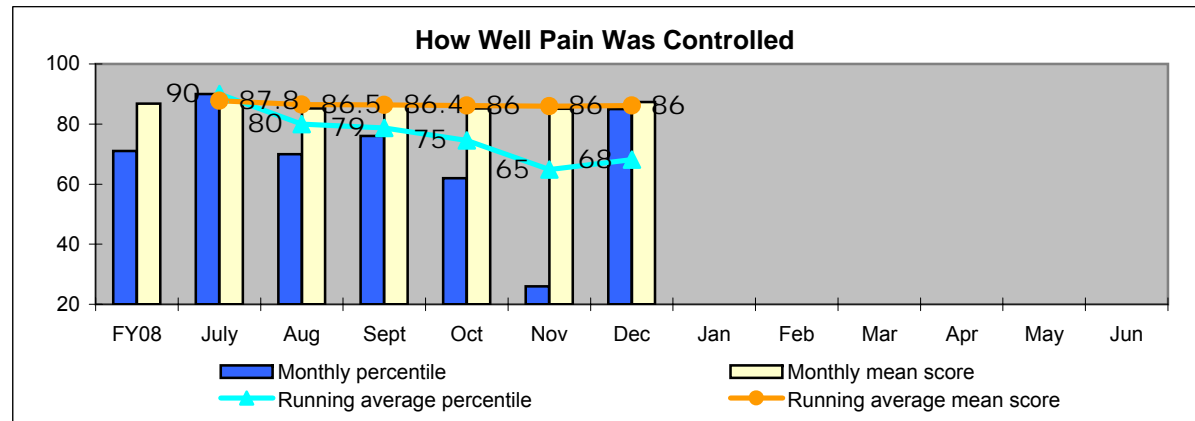
**PATIENT SATISFACTION:**

Maintain an annual average (July 08 – June 09) on the "Likelihood of Recommending" question on the patient satisfaction survey of a **percentile ranking of 71 or a mean score of 89.8.**



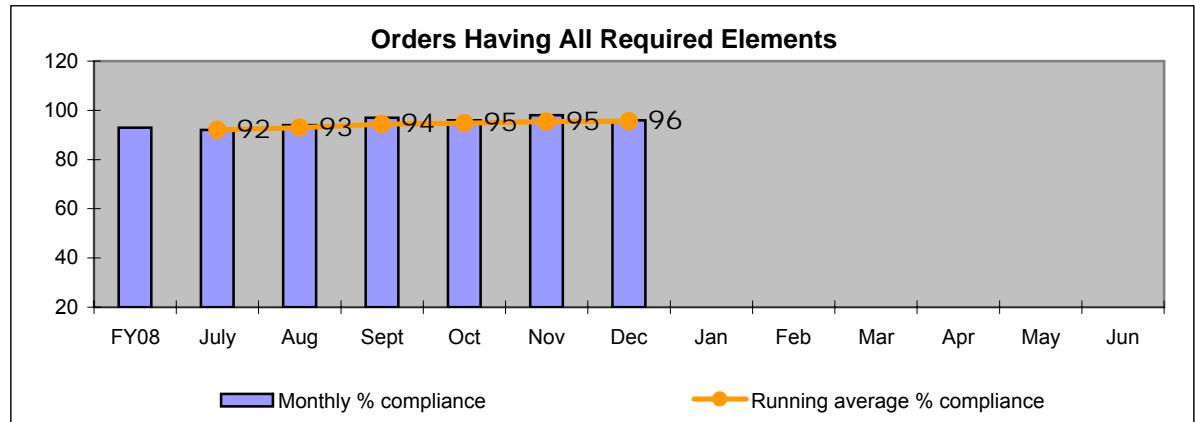
**PAIN MANAGEMENT:**

Maintain an annual average (July 08 – June 09) on the question of "how well your pain was controlled" on the inpatient patient satisfaction survey of a **percentile ranking of 75 or a mean score of 87.0.** For this goal, the average will be calculated based on the best 10 months performance.



**PATIENT SAFETY AND QUALITY:**

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. For this goal, the average will be calculated based on the best 10 months performance.



● Immediate Attention (>5% below target)
 ● Warning (≤5% below target)
 ● On Target (meets or exceeds target)