

PERFORMANCE IMPROVEMENT & PATIENT SAFETY REPORT CONFIDENTIAL PROTECTED BY THE ATTORNEY-CLIENT PRIVILEGE AND CALIFORNIA EVIDENCE CODE 1157

DEPARTMENT:	NAME:	EXECUTIVE:	DATE:
EXECUTIVE SUN	MMARY		
Achievements	1.		
	2.		
	3.		
Challenges/	1.		
Barriers	2.		
	3.		
Staffing	Were any negative results or trends for the measures report	ted <i>directly</i> related to adequacy o	f staffing? Yes
Adequacy	If yes, document specific measure impacted, how related to	staffing adequacy, and any count	ermeasures implemented:
	(General challenges related to hiring, staff retention, staff as	ssignments can be reported under	PI Challenges instead)

SUMMARY OF DEPARTMENTAL METRICS & PROPOSED PERFORMANCE IMPROVEMENT PLAN

	True North	Measure Name	Owner	Measure	Baseline	CUF	RENT FYTD ()		PROPOSE	D PI PLAN
	Category			Units	FYTD ()	Actual Performance; Color: On/Off- Target	Desired Direction = (Up/Down)	12M Target	Driver/ Watch , or Retire Metric?	New 12M Target
	Example: Quality	30-Day Readmissions	Thomas, L	%	12.5%	11.3%	Down	11.3%	Driver	10%
DRI										
DRIVERS										
WATCH										
로										

Add rows as necessary; Please attach any scorecards or performance improvement dashboard for your service/unit. Document A3-SR for Current Drivers, Off-Target Watch Metrics



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Contracted Services

True North Category	Contract Name	Services Provided	Measure Units	Baseline (15-16)	Actual Performance; Color: On Off- Target	TD (17-18) 12 month Target	If Target not met, please state your ensure compliance?	New 12 month Target



	VER OR WATCH METRIC S			I CATEGORY			
Quality (Prevent	able Mortality, Readmissions, Clinic	cal Effectiven	ess)				
TITLE: TRUE NORTH CATORIVER OR WATE				IV. IMPACT (BASELINE/TARGET/AC	CTUAL/YTD):	
DEPARTMENT ON							
Background/Curi	OUND/CURRENT CONDITION AND I	PROBLEM STA	TEMENT				
Problem Stateme	ent:						
				V. FURTHER ANALYSIS	AND STRATIFICATION	OF GAPS; LEARNII	NGS:
	II. TARGET STATEMENT			•			
Target:							
Metric/Target De	etails:						
				VI. NEW COU	JNTERMEASURES/ ADJ	JUSTMENTS	
	III. COUNTERMEASURE IMPLEME			Action	W	Vho	When
Cause/Barrier	Action	Who	When/Status				
				VI	II. UNRESOLVED ISSUE	ES	
				•			
					Attach addit	tional charts and de	ata as needed



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Safety (Harm to I	Patients and Staff)					
TITLE: TRUE NORTH CAT DRIVER OR WATO DEPARTMENT: DEPARTMENT OV	CH METRIC:			IV. IMPACT (B)	ASELINE/TARGET/ACTUAL/YTD):	
I. BACKGR	OUND/CURRENT CONDITION	AND PROBLEM ST	ATEMENT			
Background/Curr	ent Condition:					
Problem Stateme	nt:					
				V. FURTHER ANALYSIS AL	ND STRATIFICATION OF GAPS; LEA	ARNINGS:
II. TARGET STATEMENT Target: Metric/Target Details:		•				
				V/ NEW COLD	TERRAFACURES / ADULCTS AFAITS	
	III. COUNTERMEASURE IME	PLEMENTATION		Action VI. NEW COUN	ITERMEASURES/ ADJUSTMENTS Who	When
Cause/Barrier	Action	Who	When/Status			
				VII.	UNRESOLVED ISSUES	
				•		
				L	Attach additional charts a	ınd data as needed



Care Experience	e (Patient Centeredness, Patient)	Access and	Flow)					
TIT1 5.					ASELINE/TARGET/ACTUAL/YTD):			
TITLE: TRUE NORTH CAT	TECORY.			•				
DRIVER OR WAT				•				
DEPARTMENT:	EN WEIRIC.							
DEPARTMENT ON	WNFR(S):							
<u> </u>								
I. BACKGR	OUND/CURRENT CONDITION AND	PROBLEM ST	ATEMENT					
D = -11 / C	one Condition							
Background/Curr	ent Condition:							
Problem Stateme	ent:							
				V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:				
	II. TARGET STATEMENT			•				
Target:	II. TARGET STATEMENT							
Metric/Target De	etails:							
				L				
	III. COUNTERMEASURE IMPLEM	NTATION		VI. NEW COUN	TERMEASURES/ ADJUSTMENTS			
Cause/Barrier	Action	Who	When/Status	Action	Who	When		
				L				
				VII.	UNRESOLVED ISSUES			
				•				
					Attach additional charts a	nd data as needed		



Financial Stewa	rdship (Efficiency/Waste,	Finance)						
TITLE: TRUE NORTH CATEGORY: DRIVER OR WATCH METRIC: DEPARTMENT: DEPARTMENT OWNER(S):			IV. IMPACT • •	(BASELINE/TARGET/ACTUAL/YT	TD):			
I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT								
Background/Curi	ent Condition:							
Problem Stateme	ent:							
				V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:				
II. TARGET STATEMENT Target: Metric/Target Details:		•						
	III. COUNTERMEASURE IM	IPLEMENTATION		VI. NEW CO	OUNTERMEASURES/ ADJUSTMEN	ITS		
Cause/Barrier	Action	Who	When/Status	Action	Who	When		
				•	VII. UNRESOLVED ISSUES	,		
	I	l			Attach additional cha	rts and data as needed		



People Developm	nent (Quality and Leadership De	velopment,	Staff Satisfaction	ı, Staff Harm)			
TITLE: TRUE NORTH CAT DRIVER OR WATO DEPARTMENT: DEPARTMENT OV	TEGORY: CH METRIC:				BASELINE/TARGET/ACTUAL/	YTD):	
Background/Current Condition:							
Problem Stateme	ent:						
				V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:			
II. TARGET STATEMENT Target: Metric/Target Details:			•				
	III. COUNTERMEASURE IMPLEME	NTATION		VI NEW COLL	NTERMEASURES/ ADJUSTMI	ENTS	
Cause/Barrier	Action	Who	When/Status	Action	Who	When	
				VII	. UNRESOLVED ISSUES		
				•			
	1				Attach additional ch	narts and data as needed	



Equity (Disparit	ies)						
TITLE: TRUE NORTH CATEGORY: DRIVER OR WATCH METRIC: DEPARTMENT: DEPARTMENT OWNER(S):			IV. IMPACT •	(BASELINE/TARGET/ACTUAL/YTD)):		
I. BACKGF	COUND/CURRENT CONDITIOn rent Condition:	N AND PROBLEM ST	ATEMENT				
Problem Statement:							
				V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:			
Target: Metric/Target Do	II. TARGET STAT	EMENT		•			
	III. COUNTERMEASURE II	MPI FMFNTATION		VI. NEW CO	UNTERMEASURES/ ADJUSTMENTS	s	
Cause/Barrier	Action	Who	When/Status	Action	Who	When	
				•	/II. UNRESOLVED ISSUES		
					Attach additional charts	s and data as needed	



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PATIENT COMMUNITY VISION To be the best-bound by each of the part of the par

PIPS Equity Measure

Everyone has a fair and just opportunity to be as healthy as possible. Those with the greatest needs and least resources require more, not equal, effort and resources to equalize opportunities.

Braveman P, Arkin E, Orleans T, Proctor D, and Plough A. What Is Health Equity? And What Difference Does a Definition Make? Princeton, NJ: Robert Wood Johnson Foundation, 2017.



EQUITY

**To advance the Equity true north metric and o	organizational learning, please answer	r the following questions and cut/pas	te the table as an Addendum to the status
report related to equity. Thank you! – QM/PI sta	aff		

1.	What is the question you were trying to answer when stratifying/working to improve your REAL data (and/or SOGI data)?
2.	What did the data or analysis tell you? Were there any limitations to the data/analysis?
3.	What are your next steps?
4.	Can we share your responses with the rest of ZSFG and SFDPH through the quarterly Equity Newsletter? YES NO