

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

DEPARTMENT:

NAME:

EXECUTIVE:

DATE:

EXECUTIVE SUMMARY

Achievements	1. 2. 3.
Challenges/ Barriers	1. 2. 3.
Staffing Adequacy	Were any negative results or trends for the measures reported directly related to adequacy of staffing? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, document specific measure impacted, how related to staffing adequacy, and any countermeasures implemented: <i>(General challenges related to hiring, staff retention, staff assignments can be reported under PI Challenges instead)</i>

SUMMARY OF DEPARTMENTAL METRICS & PROPOSED PERFORMANCE IMPROVEMENT PLAN

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

*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)	CURRENT FYTD (17-18)		If Target not met, please state your ensure compliance?	New 12 month Target
					Actual Performance; Color: On / Off -Target	12 month Target		

CLINICAL DRIVER OR WATCH METRIC STATUS BY TRUE NORTH CATEGORY

Quality (Preventable Mortality, Readmissions, Clinical Effectiveness)

TITLE:
TRUE NORTH CATEGORY:
DRIVER OR WATCH METRIC:
DEPARTMENT:
DEPARTMENT OWNER(S):

I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT

Background/Current Condition:

Problem Statement:

II. TARGET STATEMENT

Target:

Metric/Target Details:

III. COUNTERMEASURE IMPLEMENTATION

Cause/Barrier	Action	Who	When/Status

IV. IMPACT (BASELINE/TARGET/ACTUAL/YTD):

-
-

V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:

-

VI. NEW COUNTERMEASURES/ ADJUSTMENTS

Action	Who	When

VII. UNRESOLVED ISSUES

-

Attach additional charts and data as needed

Safety (Harm to Patients and Staff)

TITLE:
TRUE NORTH CATEGORY:
DRIVER OR WATCH METRIC:
DEPARTMENT:
DEPARTMENT OWNER(S):

I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT

Background/Current Condition:

Problem Statement:

II. TARGET STATEMENT

Target:

Metric/Target Details:

III. COUNTERMEASURE IMPLEMENTATION

Cause/Barrier	Action	Who	When/Status

IV. IMPACT (BASELINE/TARGET/ACTUAL/YTD):

-
-

V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:

-

VI. NEW COUNTERMEASURES/ ADJUSTMENTS

Action	Who	When

VII. UNRESOLVED ISSUES

-

Attach additional charts and data as needed

Care Experience (*Patient Centeredness, Patient Access and Flow*)

TITLE:
TRUE NORTH CATEGORY:
DRIVER OR WATCH METRIC:
DEPARTMENT:
DEPARTMENT OWNER(S):

I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT

Background/Current Condition:

Problem Statement:

II. TARGET STATEMENT

Target:

Metric/Target Details:

III. COUNTERMEASURE IMPLEMENTATION			
Cause/Barrier	Action	Who	When/Status

IV. IMPACT (BASELINE/TARGET/ACTUAL/YTD):

-
-

V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:

-
-

VI. NEW COUNTERMEASURES/ ADJUSTMENTS		
Action	Who	When

VII. UNRESOLVED ISSUES

-

Attach additional charts and data as needed

Financial Stewardship (Efficiency/Waste, Finance)

TITLE:
TRUE NORTH CATEGORY:
DRIVER OR WATCH METRIC:
DEPARTMENT:
DEPARTMENT OWNER(S):

I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT

Background/Current Condition:

Problem Statement:

II. TARGET STATEMENT

Target:

Metric/Target Details:

III. COUNTERMEASURE IMPLEMENTATION

Cause/Barrier	Action	Who	When/Status

IV. IMPACT (BASELINE/TARGET/ACTUAL/YTD):

-
-

V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:

-

VI. NEW COUNTERMEASURES/ ADJUSTMENTS

Action	Who	When

VII. UNRESOLVED ISSUES

-

Attach additional charts and data as needed

People Development (Quality and Leadership Development, Staff Satisfaction, Staff Harm)

TITLE:
TRUE NORTH CATEGORY:
DRIVER OR WATCH METRIC:
DEPARTMENT:
DEPARTMENT OWNER(S):

I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT

Background/Current Condition:

Problem Statement:

II. TARGET STATEMENT

Target:

Metric/Target Details:

III. COUNTERMEASURE IMPLEMENTATION

Cause/Barrier	Action	Who	When/Status

IV. IMPACT (BASELINE/TARGET/ACTUAL/YTD):

-
-

V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:

-

VI. NEW COUNTERMEASURES/ ADJUSTMENTS

Action	Who	When

VII. UNRESOLVED ISSUES

-

Attach additional charts and data as needed

Equity (Disparities)

TITLE:
TRUE NORTH CATEGORY:
DRIVER OR WATCH METRIC:
DEPARTMENT:
DEPARTMENT OWNER(S):

I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT

Background/Current Condition:

Problem Statement:

II. TARGET STATEMENT

Target:

Metric/Target Details:

III. COUNTERMEASURE IMPLEMENTATION

Cause/Barrier	Action	Who	When/Status

IV. IMPACT (BASELINE/TARGET/ACTUAL/YTD):

-
-

V. FURTHER ANALYSIS AND STRATIFICATION OF GAPS; LEARNINGS:

-

VI. NEW COUNTERMEASURES/ ADJUSTMENTS

Action	Who	When

VII. UNRESOLVED ISSUES

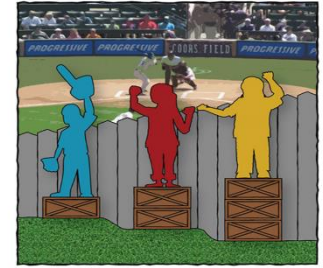
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Attach additional charts and data as needed

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 organizational learning, please answer the following questions and cut/paste the table as an Addendum to the status report related to equity. Thank you! – QM/PI staff

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? <input type="checkbox"/> YES <input type="checkbox"/> NO