

UNC HEALTH CARE ORGANIZATIONAL GOALS

2012 Fiscal Year Goals

Target

FINANCIAL (40%)*

UNC Hospitals & UNC P&A operating income**	\$62.1M
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SERVICE (20%)

Inpatient (by percentile)	66 th
Outpatient (by percentile)	66 th
HCAHPS – % of overall satisfaction	78%

QUALITY (20%)

Increase aggregate optimal care scores on core measures	376
Reduce mortality index***	0.77
Reduce heart failure, acute myocardial infarction and pneumonia Medicare readmissions***	19.8%
Reduce catheter-associated urinary tract infection rate***	0.76
Reduce incidence rates per 1,000 surgical procedures for Deep Vein Thrombosis and Pulmonary Embolism***	13.24
35% of UNC P&A eligible providers achieve Meaningful Use	35%
Family Medicine re-certified as Patient Centered Medical Home	Achieve

PEOPLE (15%)

Voluntary turnover for UNC Health Care employees***	12%
Pulse Survey Power Score (by percentile)	66 th

MISSION (5%)

Increase all NIH funding	+5%
Increase resident pass rate on ACGME boards	96%

**If net income is negative, further approval must be sought from UNC Health Care System Board of Directors*

***To fund the incentive plan, operating income threshold must be met*

****Lower score is better*



UNC
HEALTH CARE