

UCSF Medical Center

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August 17, 2009

Dear UCSF Housestaff:

I am pleased to announce the 2009-2010 incentive goals for clinical housestaff who practice at UCSF Medical Center sites. This year's goals have been developed in collaboration with the Office of the CMO and the GME office, including Dr. Bobby Baron, Associate Dean for GME and representatives of the Resident's Council.

The details of eligibility, timetable, payment and goals are specified in the attachment. My hope is that this program will better align the educational and clinical goals of the interns, residents and fellows practicing at UCSF with the goals of the medical center staff, and simultaneously intensify everyone's focus on improving patient satisfaction and the quality and safety of the medical care we provide. We will provide regular reports to you on how we are doing on each of these goals.

As you know, many elements of the traditional models of teaching and care delivery in academic medical centers are changing to ensure the delivery of higher quality, safer and more patient-centered care. As housestaff, you are both most affected by these changes and the best positioned to design new models of care. This incentive program is one step in encouraging your ownership of these important issues.

Sincerely,



Mark R. Laret
CEO
UCSF Medical Center
Mark.laret@ucsfmedctr.org

**UCSF Medical Center
Clinical Housestaff Performance Incentive Program
2009-2010**

UCSF Medical Center is pleased to continue the UCSF Clinical Housestaff Incentive Program. The program will provide direct financial “bonuses” 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 are 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 2009-2010 concurrent with the UCSF Medical Center staff incentive program.

Fiscal Year 2009-2010 Goals

Goal #1: Patient Satisfaction

Goal: On the patient satisfaction survey *likelihood of recommending* question, maintain an annual average (July 09 – June 10) mean score of 90 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

In order to improve compliance with infection control practices and to decrease hospital acquired infection rates, residents will participate in three key programs: 1) hand hygiene (current compliance 60-70%), 2) influenza vaccination (2009 compliance 48%) and 3) infection control module completion (required as part of state legislation SB1058 by January 2010).

Goal: By June 2010, residents will achieve an average combined compliance of 85% with:

- 1) physician hand hygiene as measured by direct observation
- 2) influenza vaccination or completion of declination form
- 3) completion of the mandatory infection control module (to be released September 2009)

Goal #3: Laboratory Test Utilization

Goal: By June 2010, UCSF Medical Center will decrease its average CBC and CBC plus differential volume by 5% (1.05 to 0.99 tests/patient/day), an estimated \$140,000 in cost savings. Volume will be calculated based on 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). 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 2009 and June 2010.

Payment:

For programs that do not have a departmental goal, payment will be based on achievement of 3 goals, at a rate of \$400 each for a maximum possible incentive payment of \$1,200.

For programs that have an approved departmental goal, payment will be based on achievement of 4 goals, at a rate of \$300 each for a maximum possible incentive payment of \$1,200.

Payments will be made in July/August of 2010 through regular payroll procedures.