











# BALANCED SCORECARD FY 21

BH Pillar	CATEGORY	KPI	THRESHOLD	FULL ELIGIBLE POINTS	PERFORMANCE	EARNED POINTS
 Quality 20 points	VBP	CLABSI	<=0.687	<=0.291	0.75	0
		CAUTI	<=0.774	<=0.34	0.64	2
		CDIFF	<=0.748	<=0.2165	0.3479	2
	HAC	FALLS AND TRAUMA	<=0.75	<=0.065	0.18	2
	<b>TOTAL</b>	<b>TOTAL</b>				<b>6</b>
 Service 20 points	PATIENT FLOW	ED REQUEST TO OCCUPY	<=165	<=150	179.7	0
		% DISCHARGE BY TRANSPORT	>=49.5%	>=55%	61.3%	4
	HCAHPS	COMMUNICATE WITH NURSES	>=78.1	>=82.84	86.46	4
		GLOBAL RATING HOSPITAL	>=72.4	>=76.6	70.1	0
		WILLINGNESS TO RECOMMEND	>=72.02	>=76.87	71.82	0
<b>TOTAL</b>	<b>TOTAL</b>				<b>8</b>	
 People 15 points	PRODUCTIVITY	PRODUCTIVITY	31.697	28.5273	27.8395	5
	TURNOVER	TURNOVER	<=19.25	<=17.5%	21.08%	0
	<b>TOTAL</b>	<b>TOTAL</b>				<b>5</b>
 Growth 15 points	GROWTH	OP VISITS	574,149	637,943	615,484	7
		NET NEW PROVIDERS	20.7	23	9	0
	<b>TOTAL</b>	<b>TOTAL</b>				<b>7</b>
 Finance 30 points	REV CYCLE	FIRST PASS DENIAL RATE	<=9.5%	<=8.5%	7.40%	10
	TOT SYSTEM	TOTAL SYSTEM NET GAIN / (LOSS) FROM OPERATIONS	(189,133,436)	(189,133,436)	(104,840,138)	20
	<b>TOTAL</b>	<b>TOTAL</b>				<b>30</b>
	<b>TOTAL POINTS</b>					

## BALANCED SCORECARD FY 21 COVID ADJ

BH Pillar	CATEGORY	KPI	THRESHOLD	FULL ELIGIBLE POINTS	PERFORMANCE	EARNED POINTS
 Quality 20 points	VBP	CLABSI	<=0.687	<=0.291	0.21	5
		CAUTI	<=0.774	<=0.34	0.5	3
		CDIFF	<=0.748	<=0.2165	0.33	3
	HAC	FALLS AND TRAUMA	<=0.75	<=0.065	0.18	2
	<b>TOTAL</b>	<b>TOTAL</b>				<b>13</b>
 Service 20 points	PATIENT FLOW	ED REQUEST TO OCCUPY	<=165	<=150	<=150	4
		% DISCHARGE BY TRANSPORT	>=49.5%	>=55%	61.3%	4
	HCAHPS	COMMUNICATE WITH NURSES	>=78.1	>=82.84	86.46	4
		GLOBAL RATING HOSPITAL	>=72.4	>=76.6	70.1	0
		WILLINGNESS TO RECOMMEND	>=72.02	>=76.87	71.82	0
<b>TOTAL</b>	<b>TOTAL</b>				<b>12</b>	
 People 15 points	PRODUCTIVITY	PRODUCTIVITY	31.697	28.5273	27.8395	5
	TURNOVER	TURNOVER	<=19.25	<=17.5%	<=17.5	10
	<b>TOTAL</b>	<b>TOTAL</b>				<b>15</b>
 Growth 15 points	GROWTH	OP VISITS	574,149	637,943	615,484	7
		NET NEW PROVIDERS	20.7	23	9	5
	<b>TOTAL</b>	<b>TOTAL</b>				<b>12</b>
 Finance 30 points	REV CYCLE	FIRST PASS DENIAL RATE	<=9.5%	<=8.5%	7.40%	10
	TOT SYSTEM	TOTAL SYSTEM NET GAIN / (LOSS) FROM OPERATIONS	(189,133,436)	(189,133,436)	(104,840,138)	20
	<b>TOTAL</b>	<b>TOTAL</b>				<b>30</b>
<b>TOTAL POINTS</b>						<b>82</b>