

BH Pillar	KPI	Metric	Threshold	Achievement	Full Eligible Points	Threshold Points (33% of Eligible Pts)	Achievement Points (66% of Eligible Pts)	Full Eligible Points
 Quality 15 points	VBP	<i>CDIFF</i>	<=0.748	<=0.3464	<=0.2165	2	3	5
	VBP	<i>CLABSI</i>	<=0.687	<=0.4656	<=0.291	2	3	5
	VBP	<i>CAUTI</i>	<=0.774	<=0.544	<=0.34	2	3	5
 Service 20 points	HCAHPS (Top % Box)	<i>Global Rating Hospital</i>	>=72.4	>=73.8	>=76.6	1	3	4
	HCAHPS (Top % Box)	<i>Communication w/Nurses</i>	>=78.1	>=79.29	>=82.84	1	3	4
	HCAHPS (Top % Box)	<i>Willingness to Recommend</i>	>=72.02	>=73.64	>=76.87	1	3	4
	Patient Flow	<i>Request to Occupy</i>	<=165	<=158	<=150	1	3	4
	Patient Flow	<i>% of Discharges with Transports</i>	>=49.5%	>=52.25%	>=55%	1	3	4
 People 15 points	Productivity	<i>Productive Hours Per APD</i>	90% of Budget	95% of Budget	100% of Budget	2	3	5
	Turnover	<i>Turnover</i>	<=21.1%	<=20.3%	<=19.5%	3	7	10
 Growth 15 points	Revenue Growth	<i>Gross Revenue</i>	90% of Budget	95% of Budget	100% of Budget	3	7	10
	Access to Care	<i>Elective Outpatient Visits</i>	90% of Budget	95% of Budget	100% of Budget	2	3	5
 Finance 35 points	Revenue Cycle	<i>First Pass Denial</i>	<=7.6%	<=7.26%	<=6.6%	3	7	10
	Net Gain/(Loss) from Ops	<i>Net Gain/(Loss) from Ops</i>			100% of Budget	0	0	25

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