

FY25 PROPOSED BALANCED SCORECARD METRICS

Domain and (Weighted Points)	Key Performance Indicator	Definition Or Source		Threshold (points)	Achievement (points)	Full Award (points)	Percent Change from FY24 Full Award
Quality (10)	Total System NHSN Incidents	Sum of CLABSI, CAUTI, & CDIFF Incidents. Target based on FYTD April.	Hospital Specific; Corp/AMB Total System.	≤ 60(3)	≤54 (7)	≤48 (10)	Overall flat from FY 24 goal. Anticipate growth for FY25
Patient Experience (Service) 10)	Total System “Willingness to Recommend”	Satisfaction paper surveys. Target based on FYTD April.	Hospital Specific; Corp/AMB Total System	≥86 (3)	≥87 (7)	≥88 (10)	System Achieved MAX points in FY24: New Goals Set for FY25
Finance (80)	Total System Gain or (Loss) from Operations	Gain or Loss from Operations Variance to Budget:	Hospital 40 points; Total System Results 40 Points; Corporate/Am bulatory 80 Points Total System Results	N/A	N/A	≥ Budget (80)	As approved in September 2024