











BALANCED SCORECARD FY 21

BH Pillar	CATEGORY	KPI	THRESHOLD	FULLELIGIBLE 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
	TOTAL	TOTAL				6
 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
TOTAL	TOTAL				8	
 People 15 points	PRODUCTIVITY	PRODUCTIVITY	31.697	28.5273	27.8395	5
	TURNOVER	TURNOVER	≤19.25	≤17.5%	21.08%	0
	TOTAL	TOTAL				5
 Growth 15 points	GROWTH	OP VISITS	574,149	637,943	615,484	7
		NET NEW PROVIDERS	20.7	23	9	0
	TOTAL	TOTAL				7
 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
	TOTAL	TOTAL				30
		TOTAL POINTS				56

BALANCED SCORECARD FY 21 COVID ADJ

BH Pillar	CATEGORY	KPI	THRESHOLD	FULLELIGIBLE 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
	TOTAL	TOTAL				13
 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
TOTAL	TOTAL				12	
 People 15 points	PRODUCTIVITY	PRODUCTIVITY	31.697	28.5273	27.8395	5
	TURNOVER	TURNOVER	≤19.25	≤17.5%	≤17.5	10
	TOTAL	TOTAL				15
 Growth 15 points	GROWTH	OP VISITS	574,149	637,943	615,484	7
		NET NEW PROVIDERS	20.7	23	9	5
	TOTAL	TOTAL				12
 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
	TOTAL	TOTAL				30
	TOTAL POINTS					