

FY 2019 OHSU Performance Indicators



These performance indicators reflect organization-wide priorities that leadership will focus on during the coming year. Progress will be reported quarterly. Incentive programs for executive management and senior leaders in central services and health care will be aligned directly to these indicators.

<p>PEOPLE</p>	<p>Promote and improve the flexible work environment at OHSU. Measure: Implement programs that will increase the number of days staff are not on site by 2,000 days in FY19.</p>	<p>Improve employee engagement. Implement action plan(s). Measure: 75% of managers included in survey will receive results and template to discuss with staff by October 1st.</p>	<p>Increase number of employees trained in unconscious bias. Measure: 4,600 individuals trained.</p>	<p>Increase employees' understanding of respectful behavior in the workplace. Measure: 13,000 employees will complete the Respect at the University training module by April 30, 2019.</p>
<p>HEALTH CARE</p>	<p>Improve access to OHSU clinics. Measure: Improve clinic access from FY18.</p>	<p>Improve observed to expected mortality rate. Measure: Observed to expected mortality rate at .808 or lower.</p>	<p>Improve patient satisfaction experience. Measure: Baseline NPS performance for the adult hospital, pediatric hospital, and ambulatory clinics will be collected during Q1 FY19.</p>	<p>Improve appropriate transfer acceptance rate. Measure: Increase the number and percentage of accepted transfers with ultimate target of 99.9 percent.</p>
<p>RESEARCH</p>	<p>Increase the number of grants submitted. Measure: Increase grants submitted from FY18.</p>	<p>Increase in award dollars. Measure: Increase total award dollars.</p>	<p>Increase in number of publications. Measure: Increase the number of publications.</p>	<p>Improve turnaround time for industry-sponsored clinical trials. Measure: Reduce turnaround time.</p>
<p>EDUCATION</p>	<p>Increase success of underrepresented minority (URM) student recruitment and retention. Measure: Increase the number of underrepresented students enrolled.</p>	<p>Maintain or increase the number of degrees and certificates awarded. Measure: Increase total number of degrees and certificates awarded.</p>	<p>Maintain or increase first time pass rates for credentialing exams in targeted publicly supported degree programs. Measure: Maintain or improve rates.</p>	<p>Reduce overall indebtedness as measured by the combined average indebtedness at graduation for targeted publicly supported degree programs. Measure: The combined average indebtedness at graduation for the DMD, MD and the Undergraduate Nursing OCNE.</p>
<p>FINANCES</p>	<p>Sustain EBITDA margin. Measure: 10.0 percent margin at budget close.</p>	<p>Increase patient care revenue. Measure: Increase revenue by 5.0 percent over FY18.</p>	<p>Increase revenue for research and education. Measure: Increase revenue by 3.5 percent over FY18.</p>	<p>Maintain or grow cash on hand. Measure: Maintain 200 days of cash on hand in FY19.</p>