

Category	Metric	FY20 Value
Serve Clinical Needs of Community	Admissions	5406
Serve Clinical Needs of Community	Outpatient Visits	278,552
Accomplish Innovative Scientific Initiatives	Programmatic Grants submitted/funded	6
Accomplish Innovative Scientific Initiatives	Number of funded research projects	566
Accomplish Innovative Scientific Initiatives	Accrual to Intervention - Investigator Initiated Clinical Research Studies	676
Accomplish Innovative Scientific Initiatives	Accrual to Intervention - Clinical Research Studies	1064
Accomplish Innovative Scientific Initiatives	Accrual to study ratio	5.0
Accomplish Innovative Scientific Initiatives	Total grant funding (all sponsored research)	\$ 72,092,694
Optimizing Operations - Patient Satisfaction	Overall Inpatient Satisfaction:	98th Percentile
Optimizing Operations - Patient Satisfaction	Inpatient Likely to Recommend:	98th Percentile
Optimizing Operations - Patient Satisfaction	Outpatient Satisfaction - Overall satisfaction:	90.5 Mean Score
Clinical performance (specific measures on OPI and P4P dashboards)	Pay for Performance	96%
Clinical performance (specific measures on OPI and P4P dashboards)	Inpatient Occupancy	90.1%
Business	Profitability (total margin)	3.20%
Team	Key skill position vacancy rate-Nursing vacancy rate	7.00%