**DEPARTMENT: NAME: EXECUTIVE: DATE:**

**EXECUTIVE SUMMARY**

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| --- | --- |
| **Achievements** |  |
| **Challenges/**  **Barriers** |  |
| Staffing Adequacy | Were any negative results or trends for the measures reported ***directly*** related to adequacy of staffing? Yes  No  If yes, document specific measure impacted, how related to staffing adequacy, and any countermeasures implemented:  *(General challenges related to hiring, staff retention, staff assignments can be reported under PI Challenges instead)* |

**SUMMARY OF DEPARTMENTAL METRICS & PROPOSED PERFORMANCE IMPROVEMENT PLAN**

|  | **True North Category** | **Measure Name** | **Owner** | **Measure Units** | **Baseline FYTD ()** | **CURRENT FYTD ()** | | | ***PROPOSED PI PLAN*** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Actual Performance; Color:On/Off- Target* | *Desired Direction = (Up/Down)* | *12M Target* | *Driver/*  *Watch , or Retire Metric?* | *New 12M Target* |
| **DRIVERS** | Example: Quality | 30-Day Readmissions | Thomas, L | % | 12.5% | 11.3% | Down | 11.3% | Driver | 10% |
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| **WATCH** |  |  |  |  |  |  |  |  |  |  |
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*Add rows as necessary; Please attach any scorecards or performance improvement dashboard for your service/unit.*

*Document A3-SR for Current Drivers, Off-Target Watch Metrics*

**Contracted Services**

|  |  |  |  |  |  |  |  |  |
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| **True North Category** | **Contract Name** | **Services Provided** | **Measure Units** | **Baseline (15-16)** | **CURRENT FYTD (16-17)** | | **If Target not met, please state your ensure compliance?** | **New 12 month Target** |
| *Actual Performance; Color:On/Off- Target* | **12 month Target** |
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| **CLINICAL DRIVER OR WATCH METRIC STATUS BY TRUE NORTH CATEGORY** | |
| **Quality *(Preventable Mortality, Readmissions, Clinical Effectiveness)*** | |
| |  | | --- | | **Title:**  **True North Category:**  **Driver or Watch Metric:**  **Department:**  **Department Owner(s):** |  |  | | --- | | **I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT** | | **Background/Current Condition:**  **Problem Statement:** |  |  | | --- | | **II. TARGET STATEMENT** | | **Target:**  **Metric/Target Details:** |  |  |  |  |  | | --- | --- | --- | --- | | **III. Countermeasure Implementation** | | | | | **Cause/Barrier** | **Action** | **Who** | **When/Status** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |  | | --- | | **IV. Impact (Baseline/Target/Actual/YTD):** | |  |  |  | | --- | | **V. FURTHER Analysis and Stratification of Gaps; Learnings:** | |  |  |  |  |  | | --- | --- | --- | | **VI. New Countermeasures/ Adjustments** | | | | **Action** | **Who** | **When** | |  |  |  | |  |  |  | |  |  |  |  |  | | --- | | **VII. Unresolved Issues** | |  |   *Attach additional charts and data as needed* |

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| **Safety *(Harm to Patients and Staff)*** | |
| |  | | --- | | **Title:**  **True North Category:**  **Driver or Watch Metric:**  **Department:**  **Department Owner(s):** |  |  |  | | --- | --- | | **I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT** | **I. BACKGROUND AND PROBLEM STATEMENT** | | **Background/Current Condition:**  **Problem Statement:** | **Background:**  **Problem Statement:** |  |  | | --- | | **II. TARGET STATEMENT** | | **Target:**  **Metric/Target Details:** |  |  |  |  |  | | --- | --- | --- | --- | | **III. Countermeasure Implementation** | | | | | **Cause/Barrier** | **Action** | **Who** | **When/Status** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |  | | --- | | **IV. Impact (Baseline/Target/Actual/YTD):** | |  |  |  | | --- | | **V. FURTHER Analysis and Stratification of Gaps; Learnings:** | |  |  |  |  |  | | --- | --- | --- | | **VI. New Countermeasures/ Adjustments** | | | | **Action** | **Who** | **When** | |  |  |  | |  |  |  | |  |  |  |  |  | | --- | | **VII. Unresolved Issues** | |  |   *Attach additional charts and data as needed* |

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| **Care Experience *(Patient Centeredness, Patient Access and Flow)*** | |
| |  | | --- | | **Title:**  **True North Category:**  **Driver or Watch Metric:**  **Department:**  **Department Owner(s):** |  |  |  | | --- | --- | | **I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT** | **I. BACKGROUND AND PROBLEM STATEMENT** | | **Background/Current Condition:**  **Problem Statement:** | **Background:**  **Problem Statement:** |  |  | | --- | | **II. TARGET STATEMENT** | | **Target:**  **Metric/Target Details:** |  |  |  |  |  | | --- | --- | --- | --- | | **III. Countermeasure Implementation** | | | | | **Cause/Barrier** | **Action** | **Who** | **When/Status** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |  | | --- | | **IV. Impact (Baseline/Target/Actual/YTD):** | |  |  |  | | --- | | **V. FURTHER Analysis and Stratification of Gaps; Learnings:** | |  |  |  |  |  | | --- | --- | --- | | **VI. New Countermeasures/ Adjustments** | | | | **Action** | **Who** | **When** | |  |  |  | |  |  |  | |  |  |  |  |  | | --- | | **VII. Unresolved Issues** | |  |   *Attach additional charts and data as needed* |

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| **Financial Stewardship *(Efficiency/Waste, Finance)*** | |
| |  | | --- | | **Title:**  **True North Category:**  **Driver or Watch Metric:**  **Department:**  **Department Owner(s):** |  |  |  | | --- | --- | | **I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT** | **I. BACKGROUND AND PROBLEM STATEMENT** | | **Background/Current Condition:**  **Problem Statement:** | **Background:**  **Problem Statement:** |  |  | | --- | | **II. TARGET STATEMENT** | | **Target:**  **Metric/Target Details:** |  |  |  |  |  | | --- | --- | --- | --- | | **III. Countermeasure Implementation** | | | | | **Cause/Barrier** | **Action** | **Who** | **When/Status** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |  | | --- | | **IV. Impact (Baseline/Target/Actual/YTD):** | |  |  |  | | --- | | **V. FURTHER Analysis and Stratification of Gaps; Learnings:** | |  |  |  |  |  | | --- | --- | --- | | **VI. New Countermeasures/ Adjustments** | | | | **Action** | **Who** | **When** | |  |  |  | |  |  |  | |  |  |  |  |  | | --- | | **VII. Unresolved Issues** | |  |   *Attach additional charts and data as needed* |

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| **People Development *(Quality and Leadership Development, Staff Satisfaction, Staff Harm)*** | |
| |  | | --- | | **Title:**  **True North Category:**  **Driver or Watch Metric:**  **Department:**  **Department Owner(s):** |  |  |  | | --- | --- | | **I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT** | **I. BACKGROUND AND PROBLEM STATEMENT** | | **Background/Current Condition:**  **Problem Statement:** | **Background:**  **Problem Statement:** |  |  | | --- | | **II. TARGET STATEMENT** | | **Target:**  **Metric/Target Details:** |  |  |  |  |  | | --- | --- | --- | --- | | **III. Countermeasure Implementation** | | | | | **Cause/Barrier** | **Action** | **Who** | **When/Status** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |  | | --- | | **IV. Impact (Baseline/Target/Actual/YTD):** | |  |  |  | | --- | | **V. FURTHER Analysis and Stratification of Gaps; Learnings:** | |  |  |  |  |  | | --- | --- | --- | | **VI. New Countermeasures/ Adjustments** | | | | **Action** | **Who** | **When** | |  |  |  | |  |  |  | |  |  |  |  |  | | --- | | **VII. Unresolved Issues** | |  |   *Attach additional charts and data as needed* |

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| --- | --- |
| **Equity *(Disparities)*** | |
| |  | | --- | | **Title:**  **True North Category:**  **Driver or Watch Metric:**  **Department:**  **Department Owner(s):** |  |  |  | | --- | --- | | **I. BACKGROUND/CURRENT CONDITION AND PROBLEM STATEMENT** | **I. BACKGROUND AND PROBLEM STATEMENT** | | **Background/Current Condition:**  **Problem Statement:** | **Background:**  **Problem Statement:** |  |  | | --- | | **II. TARGET STATEMENT** | | **Target:**  **Metric/Target Details:** |  |  |  |  |  | | --- | --- | --- | --- | | **III. Countermeasure Implementation** | | | | | **Cause/Barrier** | **Action** | **Who** | **When/Status** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |  | | --- | | **IV. Impact (Baseline/Target/Actual/YTD):** | |  |  |  | | --- | | **V. FURTHER Analysis and Stratification of Gaps; Learnings:** | |  |  |  |  |  | | --- | --- | --- | | **VI. New Countermeasures/ Adjustments** | | | | **Action** | **Who** | **When** | |  |  |  | |  |  |  | |  |  |  |  |  | | --- | | **VII. Unresolved Issues** | |  |   *Attach additional charts and data as needed* |