

PERFORMANCE INDICATORS



Fiscal Year 2019

PEOPLE

FLEXIBLE WORK	ENGAGEMENT	UNCONSCIOUS BIAS	RESPECTFUL BEHAVIOR
✓ 16,000+ (5%) Add 16,000 hours offsite	✓ 75.3% (5%) 75% of managers engaged, 2 broad initiatives	4,530 (4.85%) 4,600 members trained with focus on faculty/students	✓ 17,646 (6.25%) 13,000 members trained

HEALTHCARE

ACCESS	MORTALITY	ADULT PATIENT EXPERIENCE	PEDIATRIC PATIENT EXPERIENCE	AMBULATORY EXPERIENCE	TRANSFERS
64% (3.9%) 72% improved	✓ 0.832 (5.39%) 0.868 or lower	73.6 (1.29%) 74.6	✓ 81.2 (1.88%) 80	✓ 80.3 (1.72%) 80	✓ 98.6 (5.31%) 99.9

RESEARCH

GRANTS SUBMITTED	GRANT \$	PUBLICATIONS	TURNAROUND TIME
1,701 (4.82%) 1,704	✓ \$456,120,105 (6.25%) \$444,834,836	✓ 3,370 (6.25%) 3,110	✓ 53.8 (6.25%) 83 days

EDUCATION

URM STUDENT RECRUITMENT AND RETENTION	DEGREES AND CERTIFICATES AWARDED	FIRST TIME PASS RATES	LIMIT AVERAGE INDEBTEDNESS
✓ 557 (6.25%) 496	✓ 1,231 (5.54%) 1,225	✓ Exceeded all 3 (5.73%) Varies by degree	Varies (2.08%) Varies by degree

FINANCE

EBITDA	PATIENT REVENUE GROWTH	RESEARCH AND EDUCATION REVENUE	DAILY CASH ON HAND
✓ 12.07% (6.25%) 10%	✓ 9% (6.25%) 5%	✓ 5.45% (6.25%) 3.5%	✓ 231 (6.25%) 200

a On or above target

a Improved, not at target

FY19 achieved (% of target achieved)

Target