

# PERFORMANCE INDICATORS



## Fiscal Year 2020 results

### PEOPLE

FLEXIBLE WORK AND TELECOMMUTE	TIME AWAY FROM WORK	UNCONSCIOUS BIAS	PAY EQUITY PROGRAM
<b>104,052 telecommutes, 237 daily Scoop rides</b> <hr/> 30,000 telecommute days; 225 daily Scoop rides	<b>65.4% &gt;120 hrs; 80.7% &gt;80 hrs; 91.4% &gt;40 hrs</b> <hr/> 75% of employees take 120+ hours of PTO	<b>365 managers; 508 students</b> <hr/> 300 hiring managers and 500 students trained	<b>73.8%</b> <hr/> 75% of workforce reviewed

### HEALTHCARE

ACCESS	OBSERVED MORTALITY	PATIENT EXPERIENCE NET PROMOTER SCORE	TRANSFERS
<b>155,803</b> <hr/> 16,000 virtual visits	<b>2.56%</b> <hr/> 2.23%	<b>78.6</b> <hr/> 78.6	<b>98.8</b> <hr/> 98

### RESEARCH

GRANTS AWARDED	AWARD \$	PUBLICATIONS	TURNAROUND TIME
<b>1,676</b> <hr/> 1,550	<b>\$549,856,413</b> <hr/> \$469,803,708	<b>3,534</b> <hr/> 3,505	<b>60</b> <hr/> 52 days

### EDUCATION

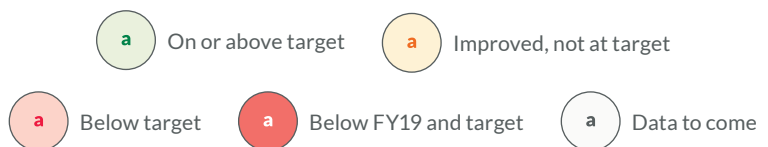
UNDERREPRESENTED MINORITY LEARNER AND PATHWAY PARTICIPANT RECRUITMENT AND RETENTION	DEGREES AND CERTIFICATES AWARDED	FIRST TIME PASS RATES	LIMIT AVERAGE INDEBTEDNESS
<b>2 exceeded, 2 did not meet (1 due to COVID-19)</b> <hr/> Varies by learner group	<b>1 exceeded, 1 did not meet</b> <hr/> Varies by learner group	<b>5 groups exceeded target; 1 group did not meet</b> <hr/> Varies by degree	<b>All exceeded</b> <hr/> Varies by degree

### FINANCES

EXCEED EBITDA MARGIN
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FY20 achieved

Target



# FY 2020 OHSU Performance Indicators



These performance indicators reflect organization-wide priorities that leadership will focus on during the coming year. Progress will be reported quarterly.

<p><b>PEOPLE</b></p>	<p>Promote flexible work environment and commute programs.</p> <p>Increase the number of telecommute days to a total of 30,000</p> <p>Increase Scoop ridesharing by 20%</p>	<p>Promote and encourage time away from work.</p> <p>75% of employees working full time will have taken 120 hours or more of PTO/Vacation by June 30, 2020</p>	<p>Increase number of members trained in unconscious bias (students, hiring managers).</p> <p>FY20 will have a focus on students, hiring managers and building more capacity in the system to ensure the efforts are sustained</p>	<p>Pay equity program.</p> <p>In FY20, a comprehensive review will be completed and recommendations implemented for 75% of all workforce members.</p>
<p><b>HEALTH CARE</b></p>	<p>Improve access to OHSU clinics.</p> <p>Improve clinic access from FY19</p>	<p>Improve observed mortality rate.</p> <p>Improve observed mortality rate</p>	<p>Improve patient experience.</p> <p>Improve net promotor score from FY19</p>	<p>Improve appropriate transfer acceptance rate.</p> <p>Increase the number and the percentage accepted transfers from FY19</p>
<p><b>RESEARCH</b></p>	<p>Increase the number of grants awarded.</p> <p>Increase the number of grants awarded from FY19</p>	<p>Increase in award dollars.</p> <p>Increase total award dollars from FY19</p>	<p>Increase in publications.</p> <p>Increase publications from FY19</p>	<p>Improve turnaround time for industry-sponsored clinical trials.</p> <p>Reduce turnaround time from FY19</p>
<p><b>EDUCATION</b></p>	<p>Increase success of underrepresented minority (URM) learner and pathway participant recruitment and retention.</p> <p>Number of enrolled URM students</p> <p>Number of URM Graduate Medical Education (GME) residents</p> <p>Number of URM OnTrack participants</p> <p>Number of URM pathway program participants</p>	<p>Maintain or increase degrees and certificates awarded.</p> <p>Degrees and certificates awarded through the University Registrar's Office</p> <p>Certificates awarded through GME</p>	<p>Maintain or increase first time pass rates for credentialing exams in targeted publicly supported degrees programs and board exams for GME residency programs.</p> <p>Dentistry programs (DMD) 95%    Graduate nursing 95%</p> <p>Medicine (MD) 95%    Physician assistant 95%</p> <p>Nursing undergrad 92%    GME residency award 94%</p>	<p>Limit the average indebtedness of graduates in targeted publicly supported degree programs.</p> <p>Dentistry programs (DMD),</p> <p>Medicine (MD)</p> <p>Nursing (Oregon Consortium for Nursing Education)</p>

The OHSU Incentive Plan is aligned directly to the above indicators. Only after surpassing the Financial indicator below will any OHSU Incentive Plan payment be issued.

<p><b>FINANCES</b></p>	<p>Exceed EBITDA margin target.</p>
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