UPSTATE MEDICAL UNIVERSITY
OUR UPSTATE (Tier 1) STRATEGIC PLAN PERFORMANCE MEASURES
OUR UPSTATE ONE UNIVERSITY ROAD MAP

STRATEGIC OBJECTIVES AND PERFORMANCE MEASURE STRATEGY MAP

LEARNERS, PATIENTS, COMMUNITY & OTHER STAKEHOLDERS

Increase Reputation for Excellence
1. Clinical: HCAHPS "Willingness to Recommend"
2. Education Available Seats and Applications by UMU College
3. Research: Total Sponsored Research
4. Workforce: Retention Rate

Improve Health Outcomes
1. Inpatient Adult Mortality
2. Hospital Acquired Conditions
3. Surgical Site Infections

Reduce Health Disparities
She Matters Program
1. Individuals Reached
2. Women Screened (Mammography)
3. New Participants Enrolled
4. Self-Directed Returning Patients

Increase Access
1. Clinical: Inpatient Admissions
2. Clinical: Outpatient Visits
3. Education: Learner Access Performance Measure Under Development

FINANCIAL STEWARDSHIP

Improve Fiscal Responsibility & Transparency
Performance Measure Under Development

Improve Financial Performance

Campus
1. Revenue Growth: Tuition, Fee & Other
2. Revenue Growth: State Support
3. Revenue Growth: Directs \ Indirects
4. Days Cash on Hand

University Hospital
5. Revenue Growth
6. Profit Margin
7. Days Cash on Hand

UUMAS
8. Revenue Growth
9. Profit Margin
10. Days Cash on Hand

INTERNAL PROCESSES

Improve Efficiency & Accountability
1. Policy-Procedure Document Control Compliance

Grow Programs & Community Partnerships
Violence Education Prevention Outreach Program (VEPOP)
1. Screened Positive for Street Violence
2. Met VEPOP Inclusion Criteria
3. & 4. Enrolled in VEPOP (# & %)
5. VEPOP Referrals to Community Partners
Upstate Foundation
6. $ of Donations to Upstate Foundation
7. # of Internal & External Donors

Improve Quality
Vizient Star Rating
1. Inpatient
2. Outpatient

Enhance Innovation
1. Publication Impact Factor
2. # of Publications
3. # of Authors
4. # of Citations
5. & 6. Research Grants Submitted (# and $)

Increase Integration
UMU "One University" Employee Engagement Survey
• 4 Survey Questions Selected

ORGANIZATIONAL CAPABILITIES (PEOPLE, FACILITIES, TECHNOLOGY)

Increase Diversity, Equity, Access & Inclusion
1. Student Diversity
   • Underrepresented Minority (URM) Students
2. Workforce Diversity
   • Workforce from Diverse Populations

Improve Culture of Trust
UMU "One University" Employee Engagement Survey
• 4 Survey Questions Selected

Increase Workforce Satisfaction
UMU "One University" Employee Engagement Survey
• 4 Survey Questions Selected

Optimize Technology, Facilities & Support Services
1. Closed Help Desk Tickets & Closed IMT Project Requests
2. Satisfaction Rate of Closed IMT Project Requests
3. Cybersecurity Intrusions Thwarted