



OUR UPSTATE
ONE UNIVERSITY ROAD MAP
STRATEGIC PLAN

PERFORMANCE MEASURES REPORT
INSTRUCTION GUIDE

How to Navigate the Report Electronically

UPSTATE
MEDICAL UNIVERSITY

July 2018

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OUR Upstate (Tier 1) Strategic Plan Performance Measures Report Instruction Guide

How to Navigate the Report Electronically

Our Upstate (Tier 1) Strategic Plan Strategy Map

From the Strategy Map, you can navigate to other sections of the document as follows:

Figure 1 Instructions

1

Strategic Objective Dashboards: Click on the name of the strategic objective in the Strategy Map to go to the dashboard of performance measures for that objective.

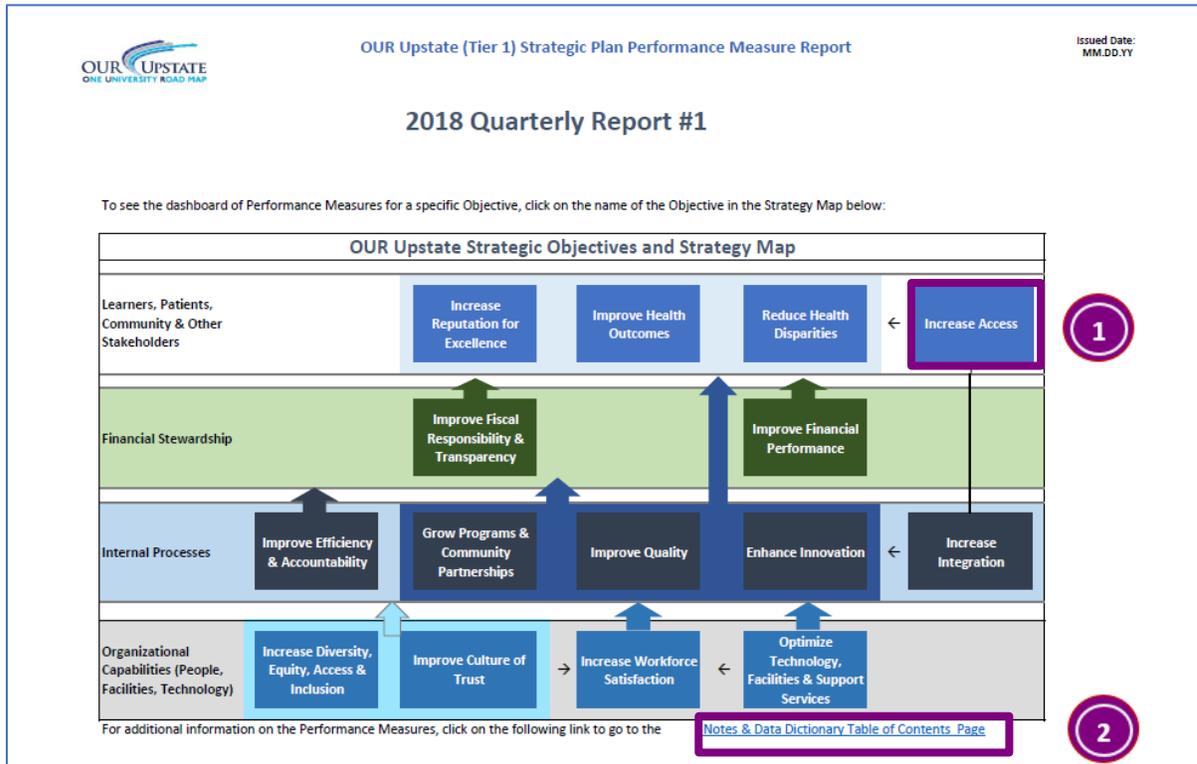
Example:



2

Notes and Data Dictionary Page: Click on the hyperlink titled “[Notes and Data Dictionary Table of Contents Page](#)” located at the bottom of the page. From that Table of Contents page you can navigate to the “Notes and Data Dictionary” pages for a specific strategic objective, which provide additional details about the performance measures.

Figure 1:

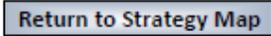


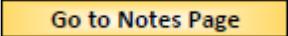
Dashboards of Strategic Objective Performance Measures

From the Strategic Objective Dashboards, you can navigate to other sections of the document as follows:

Figure 2 Instructions

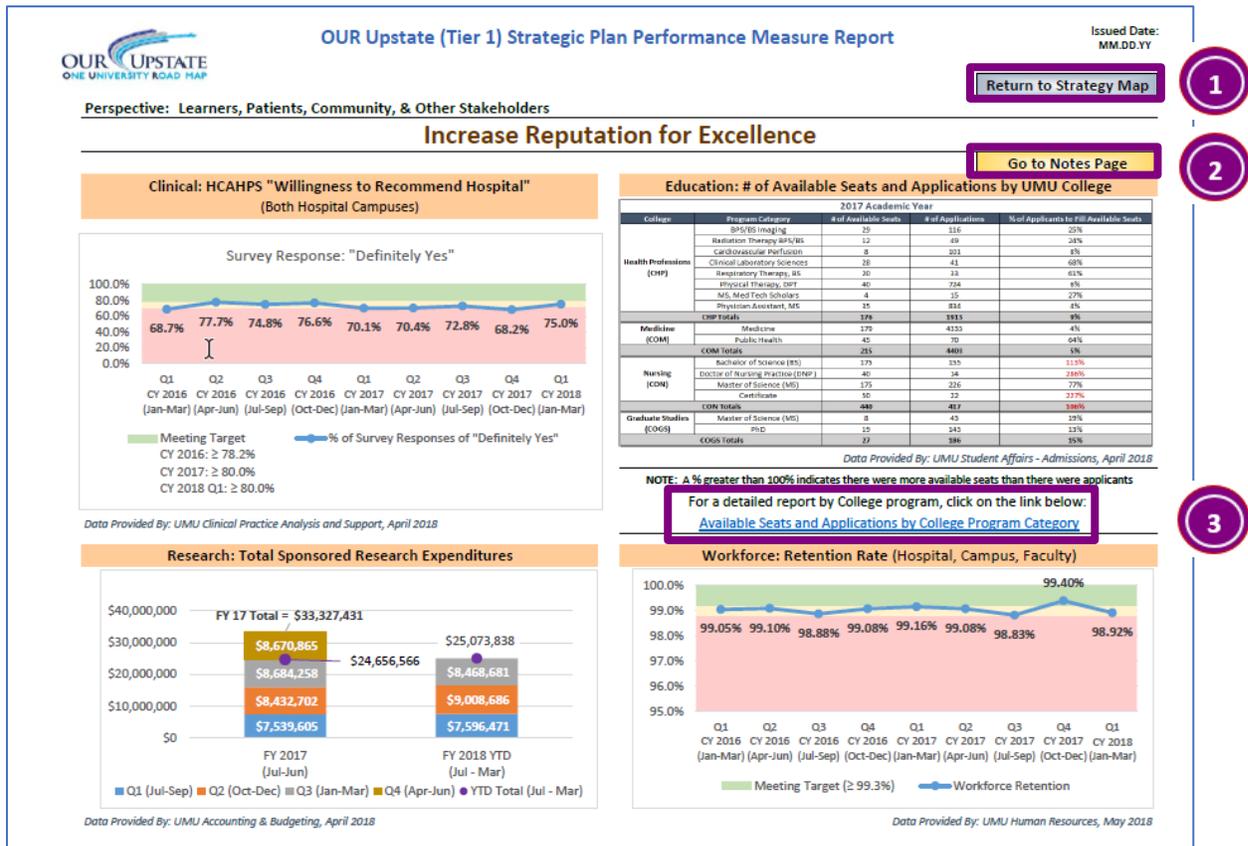
- 1 Strategy Map:** Click on the gray button titled "Return to the Strategy Map" located on the top right side of the page.

Example: 
- 2 Notes and Data Dictionary Page:** Click on the yellow button titled "Go to Notes Page" located on the top right side of the page. This will take you to the first page of the "Notes and Data Dictionary" section for that Strategic Objective Dashboard's performance measures.

Example: 
- 3 Addendum Report:** Click on the [hyperlink](#) provided on the Dashboard to go to the Addendum Report associated with the performance measure.

Example: For a detailed report by College program, click on the link below:
[Available Seats and Applications by College Program Category](#)

Figure 2:



Notes and Data Dictionary Pages for Performance Measures

From the Notes and Data Dictionary pages, you can navigate to other sections of the document as follows:

Figure 3 Instructions

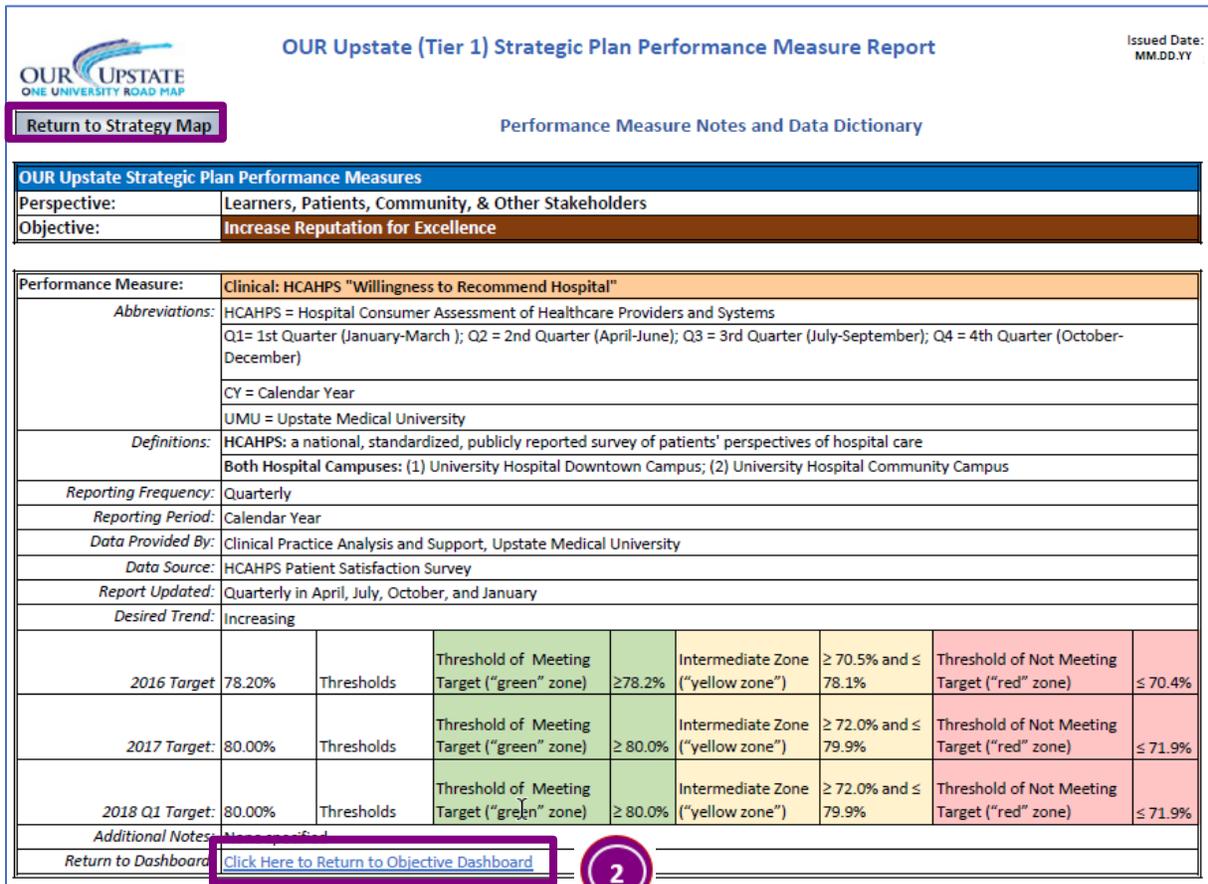
1 Strategy Map: Click on the gray button titled "Return to the Strategy Map" located on the top left side of the page.

Example: 

2 Strategic Objective Dashboard: Click on the hyperlink titled "[Click Here to Return to Objective Dashboard](#)" located at the end of each data dictionary table.

Example: 

Figure 3:



OUR Upstate (Tier 1) Strategic Plan Performance Measure Report Issued Date: MM.DD.YY

Return to Strategy Map Performance Measure Notes and Data Dictionary

OUR Upstate Strategic Plan Performance Measures							
Perspective:	Learners, Patients, Community, & Other Stakeholders						
Objective:	Increase Reputation for Excellence						
Performance Measure:	Clinical: HCAHPS "Willingness to Recommend Hospital"						
Abbreviations:	HCAHPS = Hospital Consumer Assessment of Healthcare Providers and Systems Q1= 1st Quarter (January-March); Q2 = 2nd Quarter (April-June); Q3 = 3rd Quarter (July-September); Q4 = 4th Quarter (October-December) CY = Calendar Year UMU = Upstate Medical University						
Definitions:	HCAHPS: a national, standardized, publicly reported survey of patients' perspectives of hospital care Both Hospital Campuses: (1) University Hospital Downtown Campus; (2) University Hospital Community Campus						
Reporting Frequency:	Quarterly						
Reporting Period:	Calendar Year						
Data Provided By:	Clinical Practice Analysis and Support, Upstate Medical University						
Data Source:	HCAHPS Patient Satisfaction Survey						
Report Updated:	Quarterly in April, July, October, and January						
Desired Trend:	Increasing						
2016 Target	78.20%	Thresholds	Threshold of Meeting Target ("green" zone) ≥78.2%	Intermediate Zone ("yellow zone") ≥ 70.5% and ≤ 78.1%	Threshold of Not Meeting Target ("red" zone) ≤ 70.4%		
2017 Target:	80.00%	Thresholds	Threshold of Meeting Target ("green" zone) ≥ 80.0%	Intermediate Zone ("yellow zone") ≥ 72.0% and ≤ 79.9%	Threshold of Not Meeting Target ("red" zone) ≤ 71.9%		
2018 Q1 Target:	80.00%	Thresholds	Threshold of Meeting Target ("green" zone) ≥ 80.0%	Intermediate Zone ("yellow zone") ≥ 72.0% and ≤ 79.9%	Threshold of Not Meeting Target ("red" zone) ≤ 71.9%		
Additional Notes:	None specified						
Return to Dashboard:	Click Here to Return to Objective Dashboard						

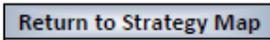
OUR Upstate (Tier 1) Strategic Plan Performance Measures Report:
How to Navigate the Report Electronically

Addendum Reports

From the Addendum Reports, you can navigate to other sections of the document as follows:

Figure 4 Instructions

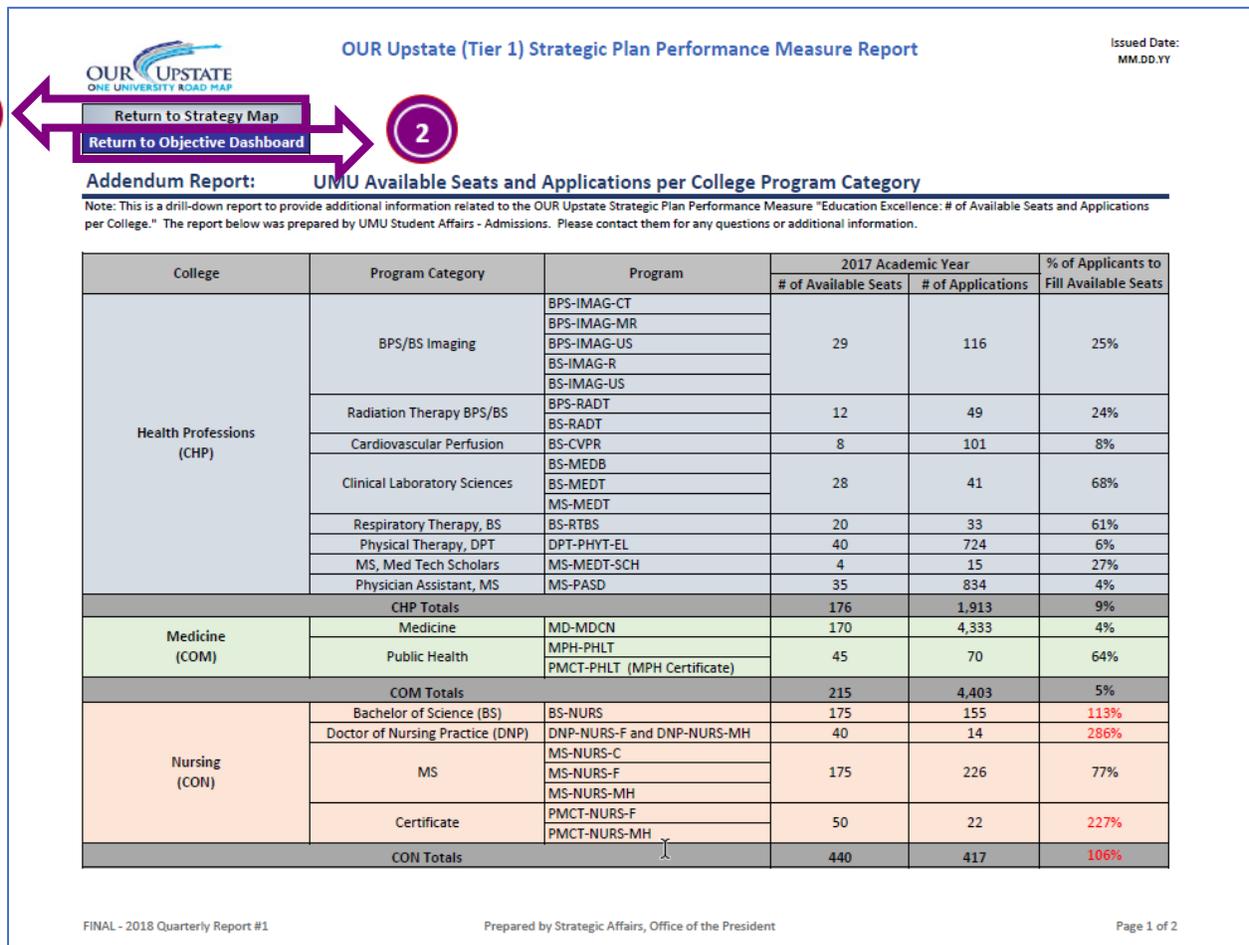
- 1 Strategy Map:** Click on the gray button titled "Return to the Strategy Map" on the top left side of the page.

Example: 

- 2 Strategic Objective Dashboard:** Click on the blue button titled "Return to Objective Dashboard" located at the top left side of the page.

Example: 

Figure 4:



The screenshot shows the top of the report with the OUR Upstate logo and title. Two buttons are highlighted: a gray "Return to Strategy Map" button (labeled 1) and a blue "Return to Objective Dashboard" button (labeled 2). Below the buttons is the "Addendum Report: UMU Available Seats and Applications per College Program Category". A note explains that this is a drill-down report. The main table displays data for 2017 Academic Year, including the number of available seats, number of applications, and the percentage of applicants to fill available seats for various college and program categories.

College	Program Category	Program	2017 Academic Year		% of Applicants to Fill Available Seats
			# of Available Seats	# of Applications	
Health Professions (CHP)	BPS/BS Imaging	BPS-IMAG-CT	29	116	25%
		BPS-IMAG-MR			
		BPS-IMAG-US			
		BS-IMAG-R			
	Radiation Therapy BPS/BS	BS-IMAG-US	12	49	24%
		BPS-RADT			
	Cardiovascular Perfusion	BS-RADT	8	101	8%
		BS-CVPR			
	Clinical Laboratory Sciences	BS-MEDB	28	41	68%
		BS-MEDT			
MS-MEDT					
Respiratory Therapy, BS	BS-RTBS	20	33	61%	
Physical Therapy, DPT	DPT-PHYT-EL	40	724	6%	
MS, Med Tech Scholars	MS-MEDT-SCH	4	15	27%	
Physician Assistant, MS	MS-PASD	35	834	4%	
CHP Totals			176	1,913	9%
Medicine (COM)	Medicine	MD-MDCN	170	4,333	4%
	Public Health	MPH-PHLT	45	70	64%
		PMCT-PHLT (MPH Certificate)			
COM Totals			215	4,403	5%
Nursing (CON)	Bachelor of Science (BS)	BS-NURS	175	155	113%
	Doctor of Nursing Practice (DNP)	DNP-NURS-F and DNP-NURS-MH	40	14	286%
		MS	MS-NURS-C	175	226
	MS-NURS-F				
	MS-NURS-MH				
	Certificate	PMCT-NURS-F	50	22	227%
		PMCT-NURS-MH			
CON Totals			440	417	106%

FINAL - 2018 Quarterly Report #1 Prepared by Strategic Affairs, Office of the President Page 1 of 2