

STRATEGIC OBJECTIVES AND PERFORMANCE MEASURE STRATEGY MAP

<p>LEARNERS, PATIENTS, COMMUNITY & OTHER STAKEHOLDERS</p>	<p>Increase Reputation for Excellence</p> <ol style="list-style-type: none"> 1. Clinical: HCAHPS “Willingness to Recommend” 2. Education Available Seats and Applications by UMU College 3. Research: Total Sponsored Research 4. Workforce: Retention Rate 	<p>Improve Health Outcomes</p> <ol style="list-style-type: none"> 1. Inpatient Adult Mortality 2. Hospital Acquired Conditions 3. Surgical Site Infections 	<p>Reduce Health Disparities</p> <p><u>She Matters Program</u></p> <ol style="list-style-type: none"> 1. Individuals Reached 2. Women Screened (Mammography) 3. New Participants Enrolled 4. Self-Directed Returning Patients 	<p>Increase Access</p> <ol style="list-style-type: none"> 1. Clinical: Inpatient Admissions 2. Clinical: Outpatient Visits 3. Education: Learner Access Performance Measure Under Development 			
<p>FINANCIAL STEWARDSHIP</p>	<p>Improve Fiscal Responsibility & Transparency Improve Financial Performance</p> <table border="1"> <tr> <td data-bbox="396 528 898 692"> <p><u>Campus</u></p> <ol style="list-style-type: none"> 1. Revenue Growth: Tuition, Fee & Other 2. Revenue Growth: State Support 3. Revenue Growth: Directs \ Indirects 4. Days Cash on Hand </td> <td data-bbox="908 528 1149 692"> <p><u>University Hospital</u></p> <ol style="list-style-type: none"> 5. Revenue Growth 6. Profit Margin 7. Days Cash on Hand </td> <td data-bbox="1159 528 1574 692"> <p><u>UUMAS</u></p> <ol style="list-style-type: none"> 8. Revenue Growth 9. Profit Margin 10. Days Cash on Hand </td> </tr> </table>				<p><u>Campus</u></p> <ol style="list-style-type: none"> 1. Revenue Growth: Tuition, Fee & Other 2. Revenue Growth: State Support 3. Revenue Growth: Directs \ Indirects 4. Days Cash on Hand 	<p><u>University Hospital</u></p> <ol style="list-style-type: none"> 5. Revenue Growth 6. Profit Margin 7. Days Cash on Hand 	<p><u>UUMAS</u></p> <ol style="list-style-type: none"> 8. Revenue Growth 9. Profit Margin 10. Days Cash on Hand
<p><u>Campus</u></p> <ol style="list-style-type: none"> 1. Revenue Growth: Tuition, Fee & Other 2. Revenue Growth: State Support 3. Revenue Growth: Directs \ Indirects 4. Days Cash on Hand 	<p><u>University Hospital</u></p> <ol style="list-style-type: none"> 5. Revenue Growth 6. Profit Margin 7. Days Cash on Hand 	<p><u>UUMAS</u></p> <ol style="list-style-type: none"> 8. Revenue Growth 9. Profit Margin 10. Days Cash on Hand 					
<p>INTERNAL PROCESSES</p>	<p>Improve Efficiency & Accountability</p> <ol style="list-style-type: none"> 1. Policy-Procedure Document Control Compliance 	<p>Grow Programs & Community Partnerships</p> <p><u>Violence Education Prevention Outreach Program (VEPOP)</u></p> <ol style="list-style-type: none"> 1. Screened Positive for Street Violence 2. Met VEPOP Inclusion Criteria 3. & 4. Enrolled in VEPOP (# & %) 5. VEPOP Referrals to Community Partners <p><u>Upstate Foundation</u></p> <ol style="list-style-type: none"> 6. \$ of Donations to Upstate Foundation 7. # of Internal & External Donors 	<p>Improve Quality</p> <p><u>Vizient Star Rating</u></p> <ol style="list-style-type: none"> 1. Inpatient 2. Outpatient 	<p>Enhance Innovation</p> <ol style="list-style-type: none"> 1. Publication Impact Factor 2. # of Publications 3. # of Authors 4. # of Citations 5. & 6. Research Grants Submitted (# and \$) 	<p>Increase Integration</p> <p>UMU “One University” Employee Engagement Survey</p> <ul style="list-style-type: none"> • 4 Survey Questions Selected 		
<p>ORGANIZATIONAL CAPABILITIES (PEOPLE, FACILITIES, TECHNOLOGY)</p>	<p>Increase Diversity, Equity, Access & Inclusion</p> <ol style="list-style-type: none"> 1. Student Diversity <ul style="list-style-type: none"> • Underrepresented Minority (URM) Students 2. Workforce Diversity <ul style="list-style-type: none"> • Workforce from Diverse Populations 	<p>Improve Culture of Trust</p> <p>UMU “One University” Employee Engagement Survey</p> <ul style="list-style-type: none"> • 4 Survey Questions Selected 	<p>Increase Workforce Satisfaction</p> <p>UMU “One University” Employee Engagement Survey</p> <ul style="list-style-type: none"> • 4 Survey Questions Selected 	<p>Optimize Technology, Facilities & Support Services</p> <ol style="list-style-type: none"> 1. Closed Help Desk Tickets 2. Closed IMT Project Requests 3. Satisfaction Rate of Closed IMT Project Requests 4. Cybersecurity Intrusions Thwarted 			