## 2017 UF Health Quality Goals

### Quality Job #1

<table>
<thead>
<tr>
<th>Reduce Variation</th>
<th>Increase Value</th>
<th>Transform Our Culture</th>
<th>Zero Harm</th>
<th>Perfect Patient Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Reduce All-cause Readmission Rate by 3%</td>
<td>• Reduce LOS O/E by 2%</td>
<td>• Increase PSR Reporting by 5%</td>
<td>• Reduce Mortality O/E by 3%</td>
<td>• Increase RN Communication by 2%</td>
</tr>
<tr>
<td>• Reduce Sepsis LOS/Mortality by 5%</td>
<td></td>
<td>• Decrease Serious Safety Event Rate by 20%</td>
<td>• Reduce CLABSI/CAUTI Rate by 3%</td>
<td>• Increase MD Communication by 1%</td>
</tr>
</tbody>
</table>

- **Zero Harm**
  - Reduce Mortality O/E by 3%
  - Reduce CLABSI/CAUTI Rate by 3%

- **Perfect Patient Experience**
  - Increase RN Communication by 2%
  - Increase MD Communication by 1%
  - Increase Quietness by 1%
  - Increase Cleanliness by 3%