Supplemental Digital Figure 1

University of California, San Francisco Resident and Fellow Quality Improvement Incentive Program: Example of a Program Scorecard, 2009

CLINICAL HOUSESTAFF INCENTIVE GOALS SCORECARD: Q-4 FY2009

**PATIENT SATISFACTION:**
Maintain an annual average (July 08 – June 09) on the "Likelihood of Recommending" question on the patient satisfaction survey of a percentile ranking of 71 or a mean score of 89.8.

**PAIN MANAGEMENT:**
Maintain an annual average (July 08 – June 09) on the question of "how well your pain was controlled" on the inpatient patient satisfaction survey of a percentile ranking of 75 or a mean score of 87.0. For this goal, the average will be calculated based on the best 10 months performance.

**PATIENT SAFETY AND QUALITY:**
Achieve and maintain an average (July 08 – June 09) of 95% compliance with "do MD orders have all required elements" question on UCSF Medical Center compliance audits. For this goal, the average will be calculated based on the best 10 months performance.

---

*Immediate Attention (<5% below target)  Warning (<5% below target)  On Target (meets or exceeds target)*