Public Authority Performance Measurement Report

Erie County Medical Center Corporation
At and For the Year Ended December 31, 2017

2017 Performance Goals

1. Achieve and maintain a high level of quality in all clinical services


3. Focus on Patient Experience

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2017 Results

1. Quality
   a. Reduction in fall, surgical site infection and readmission rates
   b. Reduction in acute care average length of stay with increased case mix
   c. Centralized clinic scheduling implemented
   d. Established HELP clinic in Comprehensive Psychiatric Emergency Program
   e. Three clinics have Primary Care Medical Home designation
   f. Terrace View achieved a Center for Medicare and Medicaid 4 Star rating

2. Operations
   a. Achieved and surpassed operating and capital budget goals
   b. Completed financing transaction facilitating emergency department construction
   c. Emergency department construction project started
   d. Implemented collaborative oncology program
   e. Integrated palliative care service into operations
   f. Inpatient, Outpatient, Ambulatory and Terrace View sub acute volume growth
   g. Recruited additional physicians for service line expansion in; orthopedics, head and neck, transplant, bariatrics and GI

3. Patient Experience
   a. Expanded patient experience advisory committee
   b. Lobby architectural renderings complete
   c. Improvement in all domains measuring patient experience
      i. 6 of 11 domains better than NYS and National levels
      ii. 10 of 11 domains better than NYS level
   d. 12 training programs offered with 5,736 participants including
      i. Cultural sensitivity
      ii. Respect in the workplace
      iii. Leadership Development