

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
2. Business performance/Operations – expand clinical growth, maintain profitability
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