

# Accountability Agreement

## Communication Accountability

## Organization-Wide Accountability Dashboard

Effective Date:	Starting Year (month) to (month), (20__)		Goal Year I (month) to (month), (20__)			Goal Year II (month) to (month), (20__)			Goal Year III (month) to (month), (20__)		
<b>I. HCAHPS Top Box Goals (Provider of Choice)</b>											
<b>Star Rating</b>											
<b>HCAHPS Domains</b>	<b>Top Box</b>	<b>%tile</b>	<b>Top Box</b>	<b>%tile</b>	<b>Actual Increase*</b>	<b>Top Box</b>	<b>%tile</b>	<b>Actual Increase*</b>	<b>Top Box</b>	<b>%tile</b>	<b>Actual Increase*</b>
1. Communication with Nurses											
2. Communication with Doctors											
3. Responsiveness of Staff											
4. Pain Management											
5. Communication about Medicines											
6. Cleanliness											
7. Quietness											
8. Discharge Information											
9. Transition of Care											
10. Overall											
11. Willingness to Recommend											
<b># of Domains Increased</b>											
<b># of Responses</b>											
<b>II. Other Patient Satisfaction Goals (Provider of Choice)</b>											
<b>Survey and Overall Measures</b>	<b>Mean Score</b>	<b>%tile</b>	<b>Mean Score</b>	<b>%tile</b>	<b>Actual Increase*</b>	<b>Mean Score</b>	<b>%tile</b>	<b>Actual Increase*</b>	<b>Mean Score</b>	<b>%tile</b>	<b>Actual Increase*</b>
<i>ED**</i>											
<i>Clinic**</i>											
<i>Assisted Living**</i>											
<i>Long Term Care**</i>											
<i>Swing Bed**</i>											

\*%tile Rank Improvement since starting year

\*\*Measures in italics may be customized.

**Organization-Wide Accountability Dashboard (continued)**

III. Employee Engagement (Employer of Choice)													
#	Semi-Annual Results Organization Overall	Benchmark		Starting Year I		Goal Year II		Goal Year III					
		1 <sup>st</sup> [Date]	2 <sup>nd</sup> [Date]	3 <sup>rd</sup> [Date]	Results [Date]	4 <sup>th</sup> [Date]	Results [Date]	5 <sup>th</sup> [Date]	Results [Date]				
1.	Hospital Overall**												
2.	Appreciated and Valued**												
3.	Communication**												
4.	Accountability**												
5.	Teamwork**												
6.	Leadership Empowerment Survey												
IV. Employee Retention (Employer of Choice)													
		Baseline As of (month) to (month), (20__)			Goal Year I As of (month) to (month), (20__)			Goal Year II As of (month) to (month), (20__)			Goal Year III As of (month) to (month), (20__)		
		Total Staff	Turnover	% Turnover	Total Staff	Total Turnover	% Turnover	Total Staff	Total Turnover	% Turnover			
1.	Clinical**												
2.	Non-Clinical**												
V. Service Excellence Goals (Employer of Choice)													
					Goal Year I As of (month) to (month), (20__)		Goal Year II As of (month) to (month), (20__)			Goal Year III As of (month) to (month), (20__)			
1.	Service Huddles (daily)												
2.	DO ITs (monthly)												
3.	Attendance at Training (on-going)												
VI. Internal Service Scorecard Goals (Employer of Choice)													
					Starting Year II		Goal Year III						
					1 <sup>st</sup> [Date]	2 <sup>nd</sup> [Date]	3 <sup>rd</sup> [Date]			4 <sup>th</sup> [Date]			
Semi-Annual Results Organization Overall													
Timeliness of Service**													
Telephone Etiquette**													
Quality of Service**													
Professionalism & Attitude**													
Overall**													

\*\*Measures in italics may be customized.

## Completed Organization-Wide Accountability Dashboard

Effective Date: March 29, 2019

Effective Date: March 29, 2019		Starting Year Jan to Dec, 2018		Goal Year I Jan. 2019 to Dec. 2019			Goal Year II Jan. 2020 to Dec. 2020		Goal Year III Jan. 2021 to Dec. 2021	
1. HCAHPS Top Box Goals (Provider of Choice)										
Star Rating										
HCAHPS Domains: Adult Inpatient Overnight		Critical Access 90 <sup>th</sup> Percentile	Top Box Score	Critical Access 90 <sup>th</sup> Percentile	Top Box Score	Actual Increase	Top Box Score	Actual Increase <sup>a</sup>	Top Box Score	Actual Increase <sup>a</sup>
1. Nurse Communication		88.3	83.3	88.3						
2. Doctor Communication		90.7	91.7	90.7						
3. Responsiveness of Hospital Staff		83.1	62.5	83.1						
4. Communication about Medicines		76.5	66.7	76.5						
5. Clean Environment		81.3	87.5	81.3						
6. Quiet Environment		81.3	87.5	81.3						
7. Discharge Information		93.1	83.3	93.1						
8. Transition of Care		60.3	66.7	60.3						
9. Overall Rating		64.2	25	64.2						
10. Willingness to Recommend		85.3	75	85.3						
#of Domains Increased										
#of Responses		8		25						
2. Outpatient Top Box Goals (Provider of Choice)										
Outpatient (Lab, RT, Rehab, VPC) Dimensions		Critical Access 90 <sup>th</sup> Percentile	Top Box Score	Critical Access 90 <sup>th</sup> Percentile	Top Box Score	Actual Increase <sup>a</sup>	Top Box Score	Actual Increase <sup>a</sup>	Top Box Score	Actual Increase <sup>a</sup>
1. Cleanliness		95.9	94.5	95.9						
2. Quietness		95.9	94.5	95.9						
3. Access to Care		98.9	98.3	98.9						
4. Coordination of Care		84.0	83.5	84.0						
5. Emotional Support		90.3	90.0	90.3						
6. Information/Education		86.2	87.7	86.2						
7. Physical Comfort		95.0	94.5	95.9						
8. Respect for Patient Preferences		93.6	93.3	93.6						
9. Overall		68.6	65.7	68.6						
10. Willingness to Recommend		85.1	89.1	85.1						
#of Domains Increased										
#of Responses		114								
6. Employee Engagement (Employer of Choice)										
#	Semi-Annual Results Organization Overall	Benchmark:		Starting Year I		Goal Year II		Goal Year III		
		1 <sup>st</sup> [Date]	2 <sup>nd</sup> [Date]	3 <sup>rd</sup> [Date]	Results [Date]	4th [Date]	Results [Date]	5th [Date]	Results [Date]	
1.	Hospital Overall <sup>***</sup>									
2.	Mercy Engagement Survey									
7. Employee Retention (Employer of Choice)										
Baseline As of January to December 2018			Goal Year I As of (month) to (month), (2019)			Goal Year II As of (month) to (month), (2020)			Goal Year III As of (month) to (month), (2021)	
Total Staff			Total Staff			Total Staff				
Turnover			Total Turnover			Total Turnover				
% Turnover			% Turnover			% Turnover				
1.	Clinical <sup>***</sup>	104	13	12.5						
2.	Non-Clinical <sup>***</sup>	51	5	8.5						
8. Service Excellence Goals (Employer of Choice)										
Goal Year I As of Sept to Dec, 2019					Goal Year II As of (month) to (month), (20 )		Goal Year III As of (month) to (month), (20 )			
Score					Actual Increase		Score		Actual Increase	
1.	Department Huddles (Weekly)				100					
2.	Pulse Huddles (Daily)				100					
3.	D O ITs (Monthly)				30					
4.	Attendance at Training (On-going)				100					
9. Internal Services Scorecard Goals (Employer of Choice)										
Semi-Annual Results Organization Overall					Starting Year II		Goal Year III			
					1 <sup>st</sup> [Date]		2 <sup>nd</sup> [Date]		3 <sup>rd</sup> [Date]	
					4th [Date]					
Timeliness of Service <sup>***</sup>										
Telephone Etiquette <sup>***</sup>										
Quality of Service <sup>***</sup>										
Professionalism & Attitude <sup>***</sup>										
Overall <sup>***</sup>										