

# LEE MEMORIAL HEALTH SYSTEM BOARD OF DIRECTORS

## POLICY MANUAL

no. 10.39A

**Category:** General Operations

**Title:** Elements of a System Performance Indicator

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**supersedes no. 10.39**

**PURPOSE:** To provide guidelines for the system to ensure that indicator reporting is an exercise that follows a scientific methodology (consistent with that of our quality improvement philosophy) that facilitates the provision of information that will support the system's efforts in attaining its strategic goals and initiatives.

## POLICY:

### *Definition of System Performance Indicators*

- A set of indicators reported to the Board of Directors that measure system operational performance, progress toward meeting strategic initiatives and compliance with regulatory requirements.

### *All System Performance Indicators must have the following elements:*

- The indicator must have a written definition of what is being tracked.
- The indicator must have a written purpose for tracking that is related to system strategic goals, scope of service, and/or regulatory requirements (i.e. high prone, high risk, high volume, etc.).
- The indicator must have a description of the formula on how the data points are calculated.
- Each indicator should have an external comparative standard. (This requirement is not applicable if there is no external comparative available.) The source of the standard must be credible (based on research) and identified within the indicator under the section of "Goal". Lee Memorial Health System should target performance (when comparative groups are available) to be within the 90<sup>th</sup> percentile related to not-for-profit compare group and 80<sup>th</sup> percentile for the for-profit compare group.
- The indicator must have a description of current status, based on the last data point.
- An action plan must be developed for any indicator that is off target or off target and out of control. Those indicators that are on target and in control *do not* require an action plan.
- If the indicator requires an action plan, there *should* be one or more accompanying registered Performance Improvement projects listed in the action plan.
- The indicator should be graphed on a control chart (if appropriate to data type) if there are greater than 25 data points available.
- The responsible governing body must be listed on each indicator.