

Innovation Center Scorecard

	2014	2015	2016
People			
Design Thinking facilitators	2	2	20
Trained Lean Sigma Greenbelts	21	30	39
Trained Lean Sigma Blackbelts	6	6	7
Number of staff level participants in innovation project events	175	145	150
Places			
Number of Innovation Center satellites	1	2	5
Simulation learning experiences	991	996	2121
Projects			
2015/16 Project: ED	2.15%	2.20%	1.80%
• %Left Without Being Seen	7.4%	13.2%	8.8%
• Revenue change vs. prior year	87.9	87.3	87.8
• Patient Satisfaction			
2015/16 Project: Medical Oncology	94.3	92.7	93.1
• Patient Satisfaction	9%	4%	45%
• Revenue change vs. prior year			
2015/16 Project: Radiation Oncology	98.1	91.8	92.5
• Satisfaction	-10%	-7%	37%
• Revenue change vs. prior year			
Annual number of belt facilitated projects	35	29	30
Process			
Total number of Design Thinking experiments	3	0	13
Occurrences of simulation usage or simulation events	103	87	155
Organization-level measures			
Major Innovative Services Launched	1 (WellConnect)	0	1 (VIMCare)
Positive financial impact from innovation center projects (3 year rolling average)	\$ 2,637,948.00	\$ 1,944,338.00	\$ 1,334,797.00