

## 2013 INNOVATION SCORECARD

We measure our performance annually with an Innovation Scorecard. Measures include both annual short-term project measures as well

as long-term health system performance measures on cost, quality, satisfaction, and market differentiation, which we will track over time.

		2011	2012	2013	
Innovation Center and Project Measures	people	Designated Design Thinking facilitators	0	2	2
		Trained Lean Sigma Greenbelts	0	12	15
		Employee ideas submitted via workforce innovation program	86	79	83
	places	Think Tank usage	22.3%	95%	95%
		Occurrences of simulation usage or simulation events	78	99	96
		Simulation learning experiences	700	1,040	1,163
	projects	Positive financial impact from innovation projects	\$2.8 MM	\$3.2 MM	\$1.7 MM
		2013 Project: Energy Annual Cost Savings			\$75 K
		2013 Project: Diabetes Clinical Improvement			30% RISK REDUCTION
		Percentage of projects achieving greater than 25% improvement in quality, cost, or satisfaction measures	73%	75%	75%
		Total number of belt-facilitated projects	44	15	25
	processes	Hybrid Design Thinking / Lean Sigma projects	0	15	5
		Total number of Design Thinking Workshops	1	0	2
	partners	Meaningful partner organizations: Commitment of either FTEs, dollars, or through contractual relationships	8	12	13
		Money raised for Innovation by CRH Foundation	\$536 K	\$323 K	\$502 K
Cumulative donors funding Innovation since 2005				323	
Health System Innovation Outcome Measures	CMS inpatient quality metrics percentile	78 <sup>TH</sup>	68 <sup>TH</sup>	68 <sup>TH</sup>	
	Inpatient 30-day readmission rate	8%	7.1%	7.3%	
	Percentile ranking on cost / adjusted discharge for similar size hospitals	50 <sup>TH</sup>	56 <sup>TH</sup>	NOT YET AVAILABLE	
	Year-end percentile for inpatient satisfaction	31 <sup>ST</sup>	47 <sup>TH</sup>	71 <sup>ST</sup>	
Reputation, Diffusion, and Spread	Total mentions/articles in national media (for innovation, simulation lab, or innovation center projects)	4	2	1	
	Rank as most preferred hospital in consumer survey	1	1	1	
	Rank as "most innovative" hospital in consumer survey	1	1	1	
	Visits to Innovation Center website	2,371	2,579	2,244	