

F. VETERANS MEMORIAL MEDICAL CENTER

STRATEGIC OBJECTIVES

SECTOR OUTCOME

People-centered, innovative, clean, efficient, effective, and inclusive delivery of public goods and services

ORGANIZATIONAL OUTCOME

Quality Health Care Services Provided to Veterans and their Dependents

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2019 TARGETS

Quality Health Care Services Provided to Veterans and their Dependents

VETERAN HEALTH CARE PROGRAM

Outcome Indicator

1. Percentage of hospital discharges successfully treated

85%

85%

Output Indicators

In-Patient Care

1. Number of In-patients treated

7,500

8,500

Out-Patient Care

1. Number of Out-patients treated

146,000

170,000

2. Percentage of patients attended to upon arrival in the emergency ward:

Category 1 - Immediate simultaneous assessment and treatment

100%

100%

Category 2 - Assessment and treatment
within 10 minutes (often simultaneously)

90%

90%

Category 3 - Assessment and treatment
start within 30 minutes

90%

90%

Category 4 - Assessment and treatment
start within 60 minutes

100%

100%

Category 5 - Assessment and treatment
start within 120 minutes

100%

100%