



Trinity Health



October Scorecard Summary FY23

PURPOSE		
	Actual	YE Target
Cultural Proficiency Training	81.2%	85%
Racism – A Public Health Crisis Training	92.5%	95%
Preventable Hospitalizations (All populations)	35.0	42.9
Preventable Hospitalizations (Dually enrolled)	55.3	69.6

PEOPLE		
	Actual	YE Target
Likelihood to Recommend in Acute Care	68.0%	69.5%
Likelihood to Recommend in ED	58.7%	64.9%
Colleague Engagement Index		3.5
MyChart Enrollment		

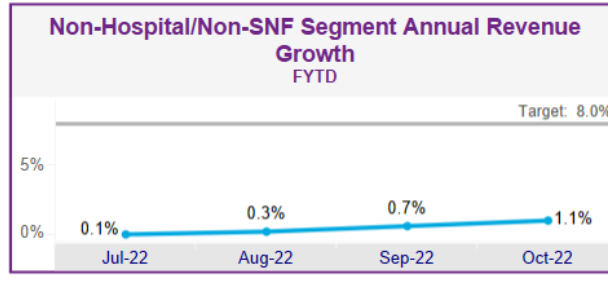
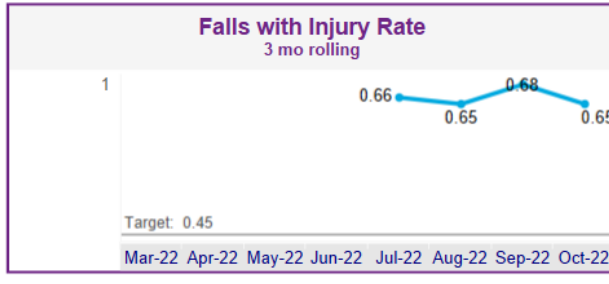
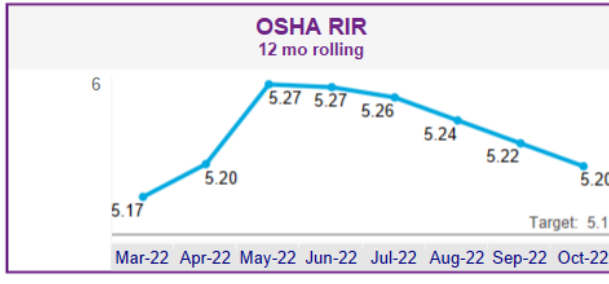
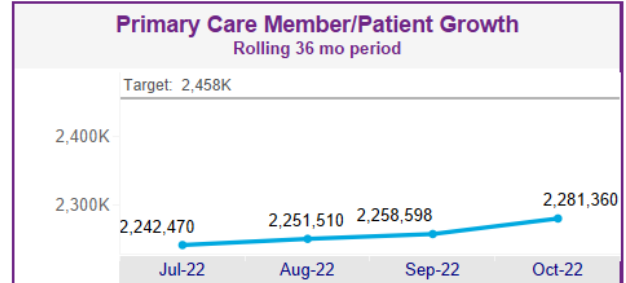
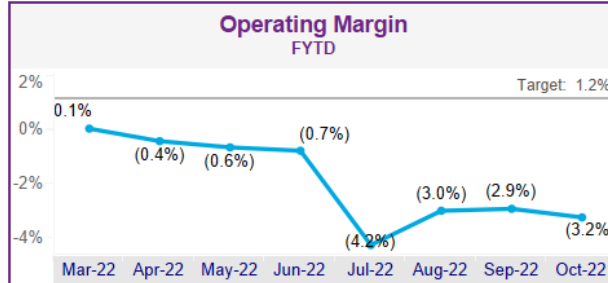
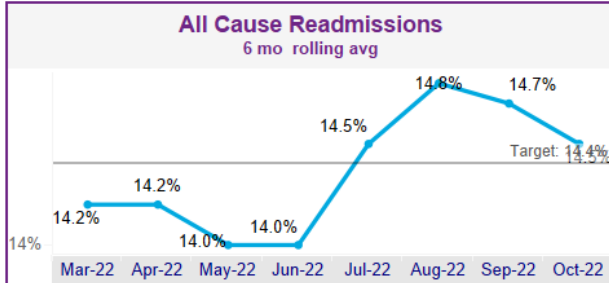
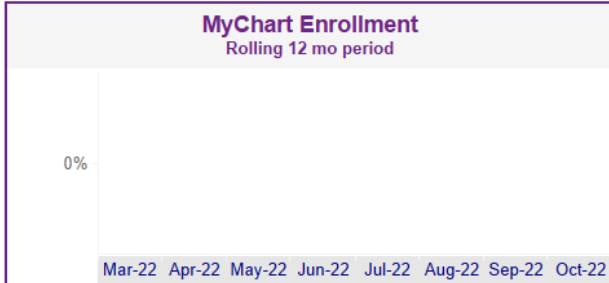
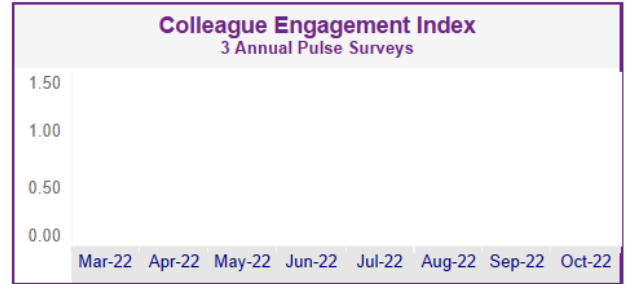
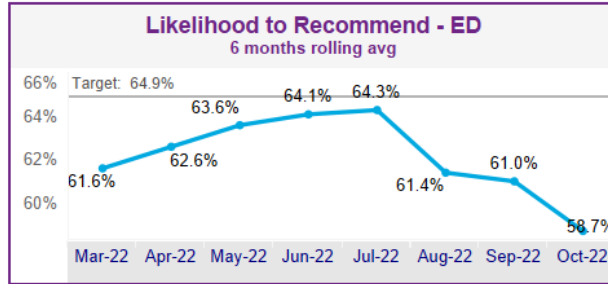
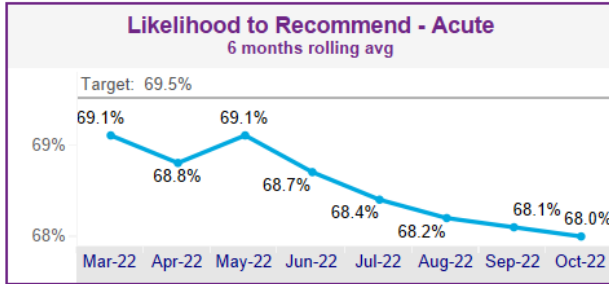
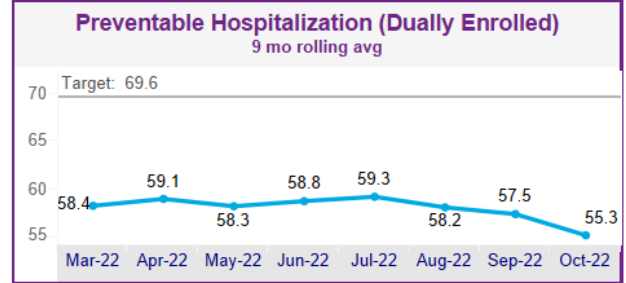
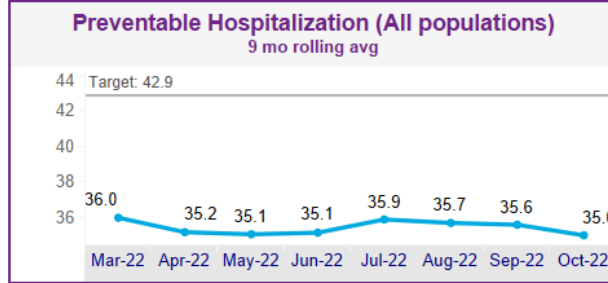
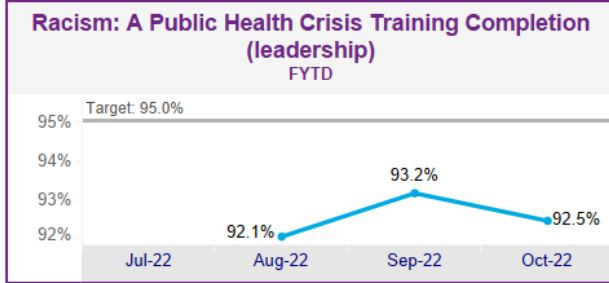
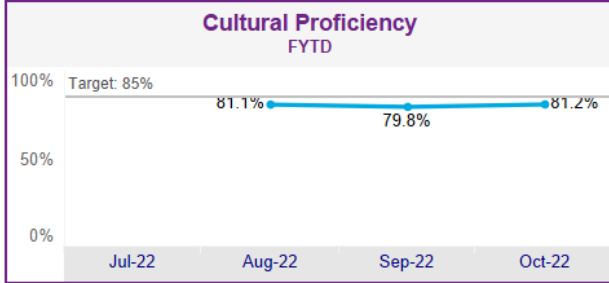


PERFORMANCE		
	Actual	YE Target
All Cause Readmissions	14.5%	14.4%
Operating Margin	(3.2%)	1.2%
Primary Care Member/Patient Growth	2,281,360	2,547,729
OSHA Recordable Injury Rate	5.20	5.11
Falls with Injury Rate	0.65	0.45

PORTFOLIO		
	Actual	YE Target
Non-Hosp/Non-SNF Segment Annual Revenue Growth	1.1%	8.0%

KEY

On Target	Progressing	Off Target
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FY23 Balanced System Scorecard



Purpose										
Cultural Proficiency Course Completion (all colleagues)		Racism: A Public Health Crisis Training Completion (leadership)		Preventable Hospitalizations (All populations)		Preventable Hospitalizations (Dually Enrolled)		Clinically Appropriate Next Site of Care		
FYTD		FYTD		9 mo rolling avg		9 mo rolling avg		6 mo rolling avg		
↑ is Better		↑ is Better		↓ is Better		↓ is Better		↓ is Better		
Actual	YE Target	Actual	YE Target	Actual	YE Target	Actual	YE Target	Actual	YE Target	
Saint Agnes (CA)	82.4%	85%	90.3%	95%					19.0%	16.7%
Saint Alphonsus (OR/ID)	83.5%	85%	94.1%	95%	16.1	36.0	33.8	42.3		
Illinois/Indiana		85%		95%	36.1	48.8	49.5	79.7		
LUHS (IL)	76.4%	85%	91.0%	95%	36.8	50.2	47.6	78.6		
SJRM (IN)	79.7%	85%	95.0%	95%	34.3	44.8	57.4	82.1		
Michigan (MI)	82.4%	85%	93.0%	95%	31.6	36.2	48.0	57.3		
Mount Carmel (OH)	86.9%	85%	93.5%	95%	30.4	36.9	59.3	62.6		
Holy Cross (MD)	77.8%	85%	92.6%	95%					31.0%	26.0%
New York		85%		95%	33.7	48.4	43.3	69.5		
Saint Peter's (NY)	80.7%	85%	91.6%	95%	30.8	47.0	34.0	69.1		
St. Joseph (NY)	64.2%	85%	95.5%	95%	36.5	49.6	52.0	70.0		
THoNE (CT/MA)	80.5%	85%	90.1%	95%	48.1	48.7	84.2	78.9		
Mid-Atlantic (PA/DE)	79.3%	85%	95.4%	95%	38.7	46.7	59.4	73.3		
St. Francis (NJ)	76.7%	85%	89.6%	95%					14.5%	19.7%
St. Mary's (GA)	76.8%	85%	91.5%	95%					15.7%	13.4%
Holy Cross (FL)	83.7%	85%	92.9%	95%	27.2	36.0	65.6	81.5		
THSC	69.5%	85%	85.3%	95%						
THAH	99.1%	85%	88.6%	95%						
PACE	97.9%	85%	92.2%	95%						
Trinity Health	81.2%	85%	92.5%	95%	35.0	42.9	55.3	69.6		
Owner(s)	Mike Slubowski		Mike Slubowski		Dan Roth, MD		Dan Roth, MD		Dan Roth, MD	

FY23 Balanced System Scorecard



People

	Likelihood to Recommend Acute		Likelihood to Recommend ED		Colleague Engagement Index		MyChart Enrollment	
	6 months rolling avg		6 months rolling avg		3 Annual Pulse Surveys		Rolling 12 mo period	
	↑ is Better		↑ is Better		↑ is Better		↑ is Better	
	Actual	YE Target	Actual	YE Target	Actual	YE Target	Actual	YE Target
Saint Agnes (CA)	61.8%	65.7%	47.6%	48.4%		3.5		N/A
Saint Alphonsus (OR/ID)	73.7%	74.6%	65.9%	73.1%		3.0	34.0%	46.3%
Illinois/Indiana	63.8%	65.5%	53.9%	59.6%		3.7		
LUHS (IL)						4.0	57.6%	65.0%
SJRMC (IN)						3.0	30.8%	35.0%
Michigan (MI)	70.7%	72.2%	61.9%	70.4%		3.5	61.3%	65.0%
Mount Carmel (OH)	70.0%	69.1%	63.7%	68.7%		3.0	40.0%	51.7%
Holy Cross (MD)	69.2%	70.7%	40.3%	46.8%		3.4	19.7%	35.0%
New York	68.1%	71.7%	52.3%	59.9%				
Saint Peter's (NY)						3.0	42.9%	45.2%
St. Joseph (NY)						3.8	36.3%	42.8%
THoNE (CT/MA)	63.6%	67.4%	54.7%	63.1%		3.0	39.7%	53.5%
Mid-Atlantic (PA/DE)	60.8%	62.4%	51.0%	54.4%		3.0		35.0%
St. Francis (NJ)	58.0%	68.2%	69.6%	71.5%				N/A
St. Mary's (GA)	74.5%	77.2%	75.6%	72.5%		3.5		35.0%
Holy Cross (FL)	69.4%	72.1%	76.1%	81.3%		4.0		35.0%
THSC						3.8		
THAH						3.8		
PACE						4.1		
Trinity Health	68.0%	69.5%	58.7%	64.9%		3.5		
Owner(s)	Julie Washington and Dan Roth, MD		Julie Washington and Dan Roth, MD		Ed Hodge		Dan Roth, MD and Dan Isacksen	

FY23 Balanced System Scorecard



Performance

	All Cause Readmissions		Operating Margin		Primary Care Member/Patient Growth		OSHA RIR		Falls with Injury Rate	
	6 mo rolling avg		FYTD		Rolling 36 mo period		12 mo rolling		3 mo rolling	
	↓ is Better		↑ is Better		↑ is Better		↓ is Better		↓ is Better	
	Actual	YE Target	Actual	YE Target	Actual	YE Target	Actual	YE Target	Actual	YE Target
Saint Agnes (CA)	16.1%	14.4%	(16.7%)	1.7%	37,420	66,172	5.30	5.44	0.39	0.45
Saint Alphonsus (OR/ID)	11.4%	14.4%	1.9%	5.7%	170,526	188,866	4.52	4.28	0.82	0.66
Illinois/Indiana	15.4%	14.4%	(2.6%)	2.1%	306,665	315,338	5.08	5.06	0.35	0.27
LUHS (IL)	15.0%	14.4%	(1.2%)	2.9%	230,693	228,424			0.28	0.45
SJRMC (IN)	16.3%	14.4%	(8.4%)	(1.4%)	75,972	86,915			0.57	0.27
Michigan (MI)	16.0%	14.4%	3.6%	4.2%	787,090	829,382	4.85	4.66	1.18	0.66
Mount Carmel (OH)	11.7%	14.4%	(4.0%)	1.6%	206,670	223,150	4.60	4.41	0.55	0.66
Holy Cross (MD)	11.8%	14.4%	(5.4%)	2.3%	23,134	41,777	4.90	4.65	0.00	0.27
New York	12.1%	14.4%	(4.2%)	1.4%	335,947	335,734	5.34	5.42	0.69	0.45
Saint Peter's (NY)	13.4%	14.4%	(2.6%)	2.2%	230,520	219,230			0.79	0.45
St. Joseph (NY)	11.5%	14.4%	(8.2%)	(0.4%)	105,427	116,504			0.51	0.45
THONE (CT/MA)	12.2%	14.4%	(0.8%)	1.1%	160,933	177,582	7.63	7.55	0.32	0.45
Mid-Atlantic (PA/DE)	17.1%	14.4%	(10.4%)	(2.4%)	120,351	134,927	5.22	5.49	0.24	0.45
St. Francis (NJ)	10.6%	14.4%	(39.8%)	(23.3%)			3.23	4.07	0.00	0.45
St. Mary's (GA)	15.0%	14.4%	(7.0%)	1.0%	37,989	41,178	4.78	4.30	0.35	0.45
Holy Cross (FL)	13.1%	14.4%	1.0%	0.0%	94,635	103,623	5.23	4.71	0.73	0.45
THSC			(7.5%)	(4.7%)			5.25	5.07		
THAH			0.5%	2.9%			5.68	6.22		
PACE			7.2%	4.2%			7.15	8.08		
Trinity Health	14.5%	14.4%	(3.2%)	1.2%	2,281,360	2,457,729	5.20	5.14	0.65	0.45
Owner(s)	Dan Roth, MD		Dan Isacksen		Dan Roth, MD		Ed Hodge and Dan Roth, MD		Gay Landstrom	

FY23 Balanced System Scorecard



Portfolio

Non-hosp/Non-SNF
Segment Annual
Revenue Growth

FYTD

↑ is Better

	Actual	YE Target
Saint Agnes (CA)		
Saint Alphonsus (OR/ID)		
Illinois/Indiana		
LUHS (IL)		
SJRCM (IN)		
Michigan (MI)		
Mount Carmel (OH)		
Holy Cross (MD)		
New York		
Saint Peter's (NY)		
St. Joseph (NY)		
THoNE (CT/MA)		
Mid-Atlantic (PA/DE)		
St. Francis (NJ)		
St. Mary's (GA)		
Holy Cross (FL)		
THSC		
THAH		
PACE		
Trinity Health	1.1%	8.0%

Owner(s)

Sheri Shapiro

FY23 Balanced System Scorecard



Green indicates the measure currently meets or exceeds the year-end target level of performance and Red indicates that the target has not yet been met.

FY23 Scorecard Footnotes

Iowa data will be shown when available, but Iowa is not included in the overall Trinity Health target for FY23, with the exception of operating margin for which Iowa has been included in the preliminary target and actual.

(1) Cultural Proficiency:

FY23 data reporting is a continuation from FY22. All active colleagues who are hired on or before March 25, 2023, and have not previously completed the course, will be assigned.

(2) Racism – A Public Health Crisis:

FY23 data reporting is a continuation from FY22. All Managers and above who meet the inclusion criteria, are hired on or before March 25, 2023, and have not previously completed the course
Additional Florida colleague enrollment is temporarily paused until course modifications are completed to comply with State law.

(3) Colleague Engagement Index:

Targets now represent the full Colleague Engagement Index score (previously had shown only the target for manager check-in view rate percentage)
Pulse surveys are planned to be fielded in October '22, Feb '23 and Mar '23, with data available on the scorecard in Nov '22, Mar '23, and Jun '23.

(4) OSHA RIR

Baseline OSHA rates and targets were restated because an Ohio OSHA audit captured 21 additional OSHA recordable incidents in the baseline period.
All RHM baselines and targets were refreshed using data valued as of 11/9/2022.