

Example Experience Scorecard

Employee Engagement	Physician and Advanced Practice Provider Engagement	Patient Experience	Community Engagement
<p>Improve overall employee engagement from 45th to 65th percentile</p> <p>Decrease voluntary turnover by 15%</p>	<p>Improve physician and provider overall engagement from the 65th to 75th percentile</p>	<p>Improve the following patient experience environments of care:</p> <ul style="list-style-type: none">• Inpatient: 67th to 75th percentile• Emergency: 50th to 60th percentile• Medical Group: 45th to 60th percentile	<p>Consumer Health Needs Assessment:</p> <ul style="list-style-type: none">• Complete 100% of action planning milestones <p>Brand Image:</p> <ul style="list-style-type: none">• Improve perception of cardiovascular service line by 10%