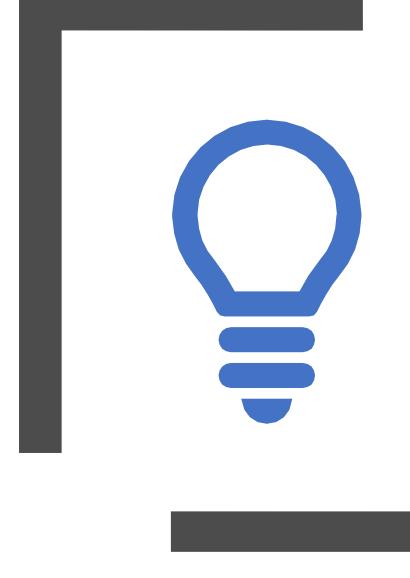
November 13, 2018

## Diversity and Updated Thinking about Impact



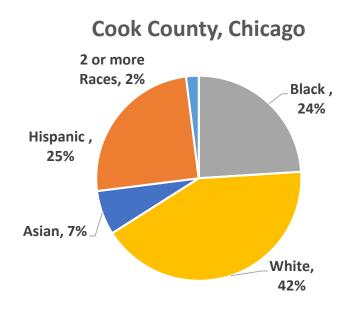


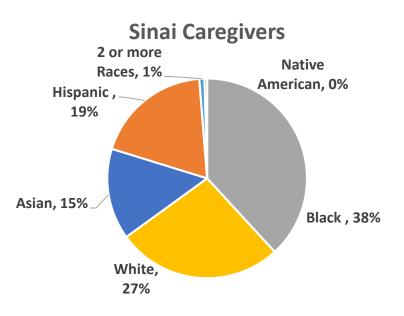
# What is your Reference Point?

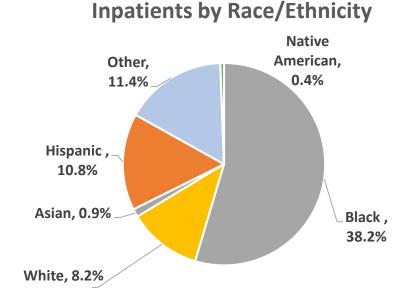
 Typically, we think of diversity as a 'black and white' issue.

• But at Sinai, where most of our patients are minority, we have the opportunity to think about diversity differently.

## Sinai Demographics

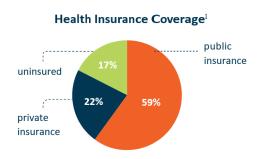


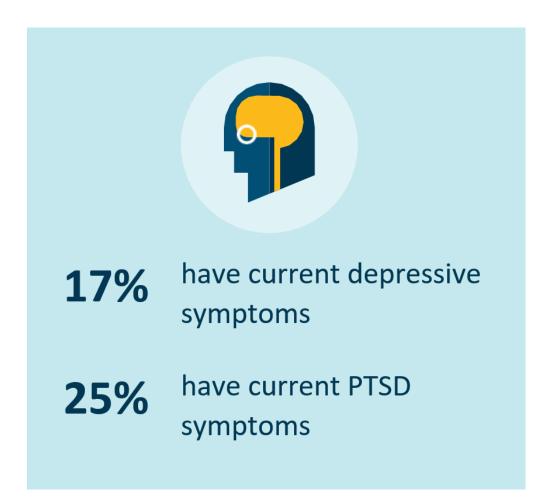


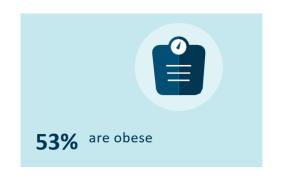


### Lawndale Community









did not get needed prescriptions

23% did not get needed dental care

17% did not get needed dental care

did not get needed eyeglasses
due to cost



#### Patient Satisfaction

- How would you rate this hospital during your stay?
- During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my healthcare needs would be when I left.
- Would you recommend this hospital to your friends and family?

#### Performance Scorecard Indicators Dashboard

Financial

Customer

**Objectives** 

Objectives	Target	Current
Operating Margin	4.9%	3.6%
Reduce Labor Costs	-350k	
EBITDA Margin	11%	9%
Cash on Hand	203 days	165 days

How we maintain our current financial strategies.

How we maintain our learning and growth strategies.

Current	Target	Objectives
40%	90%	Average Cultural Competency Training Post-Test Score
22%	100%	Leaders Assessed for Pipeline Development
28%	100%	Physician Development Completion Rate
74%	85%	Employee Retention

Associative Law

Increase Unique Lives200k149kPatient Retention149k149kPatient Satisfaction89%83%Employee Engagement85th 78th paraentile78th paraentile

**Target** 

percentile

How we increase our success and maintain our customer strategies.

Current

percentile

Internal initiatives and strategies designed to increase quality outcomes.

Current	Target	Objectives
17.2 %	14.5%	Readmission Rate
8.7%	7.5%	Mortality Rate (In- Hospital)
4/1000	0	Infection Rate
72%	89%	Cultural Competency Index Score

**Quality Indicators** 

Learning and Growth

### Broaden Diversity



- Disability status, LGBTQ, education,
- Start somewhere –
   Associative Law
- Establish a baseline and go from there

