



Veterans Health Administration
Office of Capital Asset Management Engineering and
Support (10NA5)

VHA ENGINEERING PROGRAM PERFORMANCE MEASURES

Presented to:

The National Academies

**Committee on Facilities Staffing Requirements for
Veterans Health Administration**

Workshop on Performance Management and Finance







May 8 & 9, 2019

Engineering Performance Reporting for Workload and Critical Utility Systems

- OCAMES SharePoint Site
- Quarterly facility self reported critical inventory and work order completion
- Critical Utility PM Completion Rate required to be 100% (TJC)

Quarterly Data Submission

- On the main Engineering Performance Page, click New button to start a submission

Engineering Performance											
New ▾		Actions ▾									
Form	Station	Quarter	Facility Contact	Chief Engineer	Facility Director	Due Date	Status	Total Number Work Orders	Completed Work Orders	Critical Equipment Total Items	Critical Equipment Requiring Maintenance
VISN: 04											
	529 - Butler VA Medical Center	Q3	 Molina, Lucia (BAH)	 Molina, Lucia (BAH)	Bender, Alan M. (BAH)	7/14/2016	In Review				
VISN: 10											
	506 - Ann Arbor VA Medical Center	Q3	 Molina, Lucia (BAH)	 Molina, Lucia (BAH)	Oak, Christina	7/14/2016	In Review	10	10	100	90

- The data input form is made up of four sections which will be detailed on the next slides:
 - Facility and Contact Information
 - Engineering Workload and Critical Equipment Summary Data
 - Critical Equipment Maintenance Details
 - Engineering Repair Work Order Data

Data Entry: Facility and Contact Information

Engineering PerformanceDraft

FY: Quarter Due date for selected quarter: **04/15/2019**
The due date for this quarter has passed.

Facility		Facility Contact Information	
VISN:	<input type="text"/> *	Facility Contact	<input type="text"/> *
Station Number:	<input type="text"/> *	Facility Chief Engineer	<input type="text"/> *
Facility Name:	<input type="text"/> *	Facility Director	<input type="text"/> *
Click here to access all data for your selected facility		VISN Director	<input type="text"/> *

- To complete the Facility and Contact information section, fill in all required fields.
- The Fiscal Year (FY) is automatically calculated based on the current date.
- Select a Quarter for the data being submitted; the due date will auto-populate depending on the selected Quarter.
- Fill in Facility information including VISN, Station Number, Facility Name and Facility POCs.
- (Optional) Click the link under Facility Name to see any and all past submissions.

Definitions

Definitions

Utility System	Building systems that provide support to the environment of care, including electrical distribution and emergency power; vertical and horizontal transport; heating, ventilating, and air conditioning (HVAC); plumbing, boiler, and steam; piped gases; vacuum systems; and communication systems, including data exchange systems.
Planned Maintenance	Maintenance supporting reliability levels that exceed the performance of a piece of equipment or system. These activities can confirm possible faults with the equipment, and specific repairs are completed before the equipment fails. Maintenance can be completed according to specific intervals (for example, calendar time, running hours). A number of periodic inspections or restoration tasks are completed, based on information/data obtained from the last equipment check.
Critical System	These systems have direct support to the safety or quality of care, treatment, or services to patients. They can support the safety of patients, employees, and/or the public. A loss or interruption would have a direct impact to VA's mission, including support of emergency operations.
Date of last event	Date of completion for last PM
Corrective Maintenance	Repair or action that restores a piece of equipment to operational status after equipment failure.
Completion Index (CI)	Calculated ratio of completed repair/maintenance activities completed by due date.
Completion Index - Total (CIT)	Calculated ratio of completed repair/maintenance activities completed by 30 days past the due date.

Data Entry: Engineering Workload Summary

Quarter

Engineering Workload	
Number of all Work Orders due this Quarter	<input type="text"/>
Number of Work Orders Completed this Quarter	<input type="text"/>
Average Work Order Turn Around Time (in days)	<input type="text"/>
Work Order Turn Around Target (in days)	<input type="text"/>

- To complete the Engineering Workload section, fill in summary data including total number of Work Orders, Work Orders completed and Turn Around Time.

Data Entry: Critical Equipment

To complete the Critical Equipment section, fill in data related to the equipment inventory and the maintenance/ inspection interval for said equipment.

- Completion Index (CI) is calculated by:
 - Number completed by due date / Number due OR
 - Number completed within allowable days past due date / Number due
- TJC EC.02.05.05 requires 100% completion rate of scheduled activities (PM) for Critical Utility Systems.

Critical Equipment					
Does the Facility have an inventory of Critical Equipment?	Select... ▼				
Total Number in Inventory	<input type="text"/>				
Estimated items outstanding (to be added to inventory)	<input type="text"/>				
Total Number Requiring Regular Maintenance/Testing	<input type="text"/>				
Maintenance/Inspection Interval (Calendar Days)	Number Due (in reporting period)	Number Completed		Number Incomplete	Completion Index (CI) - by due date
		Completed by the due date			
Daily	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Weekly (every 7 days, once a week, etc.)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Bi-Weekly (every 14 days, once every two weeks, etc.)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Monthly (once every 30 days, twelve times a year)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Bi-Monthly (every 60 days, once every two months, six times a year)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Quarterly (every 90 days, once every three months, four times a year)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Semi-Annual (once every 180 days, once every 6 mo, twice a year)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Annual (every 12 mo, once a year, every year, etc.)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Bi-Annual (every 24 mo, once every two years, etc.)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Tri-Annual (every 36 mo, once every three years)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Quadrennial (every 48 months, once every 4 years)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>
Quinquennial (every 60 months, once every 5 years)	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text" value="0"/>

Data Entry: Repair Work Orders

Engineering Work Orders - Repair Work Orders				
Number of all Repair Work Orders due this Quarter	<input type="text"/>			
Number Work Orders Completed This Quarter	<input type="text"/>			
Number of Work Orders Completed from Previous Quarter	<input type="text"/>			
Average Number of Labor Hours per Completed Repair Work Order	<input type="text"/>			
Average Cost per Completed Repair Work Order	<input type="text"/>			
Repair Work Orders Categories	Expected Turnaround	Number of Work Orders	Number Completed within Target	Completion Index
High Priority Repair Work Orders	<input type="text"/>	<input type="text"/>	<input type="text"/>	0 <input type="text"/>
Medium Priority Repair Work Orders	<input type="text"/>	<input type="text"/>	<input type="text"/>	0 <input type="text"/>
Low Priority Repair Work Orders	<input type="text"/>	<input type="text"/>	<input type="text"/>	0 <input type="text"/>

- The last form section is for Repair Work Orders
- Enter in number of work orders for the quarter, and number completed including labor hours and cost
- Provide details on the work orders in three categories: High, Medium, and Low priority

Workflow Process

Facility enters data

Click save to save as draft

Click submit when complete



Chief Engineer gets an email to review the data and certify the submission

Form becomes read only to everyone except the chief engineer during this step

Chief Engineer will review and may ask for more information and/or make updates to the data



VISN and Facility directors will be notified of certified submissions per quarter. They may also go to the site and view the submissions at any time.


CAMs will also have access to submissions for their respective facilities

The form is read only.


Note: If no submission is completed by the due date, or the certification is not completed, the form will lock, and the Facility and VISN Directors will receive notice that no submission was made and/or certified.

Chief Engineer: Certifying the Submission


- Once submitted, the Chief Engineer will receive an email, requiring the review and certification of submission.
- To review the submitted form, click the form title link received in the email.
- To certify the assigned task, click the 'Open this task' button provided at the top of the email or by clicking the link within the email under 'To complete this task'.
- Once the task opens enter any comments and click the Certify button to continue to the next step of the process.

 Open this task...

Action Required - Certification of Data Report on Engineering Maintenance and Work Orders

 Healthcare Engineering <VACOMOSS@VA.GOV>

Sent: Thu 5/19/2016 11:34 PM

To:  Molina, Lucia (BAH)




Please review and certify the Q3 data report on Engineering Maintenance and Work Orders for V10-506 Ann Arbor VA Medical Center



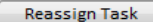
Due Date: 7/14/2016

To complete this task:







1. Review [10 506 Q3 2016](#).
2. Use the **Open this task** button above to mark the task as completed or [Click Here](#).

10-506 Work Order Review Request for Quarter Q3

Status	Not Started
Requested By	Molina, Lucia (BAH)  
Consolidated Comments	<div>Certification started by Molina, Lucia (BAH) on 5/19/2016 11:34 PM Comment: Greetings,</div> <div>These are the comments of the requestor and all previous participants.</div>
Due Date	7/14/2016 
Comments	<div></div> <div>This message will be included in your response.</div>

Viewing Submissions

Engineering Performance											
New ▾ Actions ▾											
Form	Station	Quarter	Facility Contact	Chief Engineer	Facility Director	Due Date	Status	Total Number Work Orders	Completed Work Orders	Critical Equipment Total Items	Critical Equipment Requiring Maintenance
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VISN: 10											
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- Once certified by the Chief Engineer, the submission will be included in the quarterly submissions received by VISN and Facility directors.
- VISN, Facility Directors and VISN CAMs (for their respective facilities) will have access to view submissions at anytime.

Construction Domain

- Metrics should represent how successful a construction program is relative to other facilities.
- Current metrics:
 - Facility Condition Assessment
 - Non-Recurring Maintenance Execution
 - Minor Construction Execution

Facility Condition Assessment Metric

- Definition
 - Numerator: Total FCA Corrections in Prior and Current FY
 - Denominator: Total Capital Funding (NRM & Minor Construction) in 2 x Prior and Current FY
 - Preferred Direction: Higher is Better

- Equation:
$$\text{Rate of FCA Correction} = \frac{\text{Sum(FCA Corrections in Prior and Current FY)}}{\text{Sum(Total NRM \& Minor Construction Funding in 2 Prior and Current FY)}}$$

Facility Condition Assessment Metric

- Data Source
 - Numerator: Capital Asset Inventory
 - Denominator: CapAssets – Project Tracking Reports
- Note: In current run only Active Projects are included in obligations for denominator. In future runs all NRM & Minor Construction obligations will be included.

Facility Condition Assessment Metric

Document Map

AdminSAIL

Facility

Indianapolis Domain Radar

Indianapolis Radar Chart

Indianapolis Scorecard

Indianapolis Scorecard Test

Indianapolis FY Change Domain Scatter

Indianapolis FY Change Scatter Plot

Indianapolis Facility Opportunity Matrix

Indianapolis Relative Performance vs. Ab

VISN

Trends and Distributions of Individual Meas


Trigger Systems

Note: The new Construction measure data displayed on this test scorecard is FY19Q1 which is the first time data available.

Indianapolis Scorecard Test for FY2018Q4

Measure	Measure Unit	Preferred Direction	Indianapolis	Best 10%	10th-50th-90th ptile
Occupation Safety					
1. Lost time claim rate	%	↓	1.080	0.430	0.430 - 1.065 - 2.195
2. RiTMS risk score	score	↑	74.000	90.500	60.500 - 75.000 - 90.500
3. Unclassified Incidents	%	↓	27.778	0.000	0.000 - 26.471 - 50.000
4. %GEMS open findings that are older than 60 days with no Action plans	%	↓	0.000	0.000	0.000 - 0.000 - 50.000
Community Care and Choice					
1. %Active consult<=30d	%	↑	88.968	92.140	40.077 - 72.607 - 92.140
2. %Pending consult<=7d	%	↑	100.000	100.000	65.980 - 92.321 - 100.000
3. %Scheduled consult<=90d	%	↑	84.201	94.822	49.952 - 78.153 - 94.822
4. Insurance capture buffer compliance rate	%	↑	85.688	91.708	45.755 - 75.770 - 91.708
Prosthetics					
1. Average Days to Close Prosthetic Consult	days	↓	2.500	1.925	1.925 - 3.970 - 8.910
2. %Purchase orders for prosthetic implant using national contracts	%	↑	2.295	68.519	0.000 - 31.665 - 68.519
Human Resource					
1. Turnover rate	%	↓	7.630	4.884	4.884 - 7.124 - 9.619
2. Ratio of hospital staff per HR FTEE	ratio	↓	177.722	77.617	77.617 - 98.708 - 139.211
3. Time to hire	days	↓	88.893	66.824	66.824 - 89.283 - 129.641
Construction					
1. Facility condition assessment (New)	ratio	↑	1.134	3.076	0.117 - 0.571 - 3.076
2. Non-repairing maintenance (New) execution (New)	ratio	↓	1.002	0.998	0.998 - 1.017 - 1.063
3. Minor construction execution (New)	ratio	↓	1.000	0.908	0.908 - 1.009 - 1.120
Sterile Processing					
1. Surgery cancellations that are due to unavailable reusable medical equipment(RME)	%	↓	1.111	0.000	0.000 - 0.000 - 1.875
2. Document control deficiencies	%	↓	0.000	0.000	0.000 - 0.000 - 22.222
3. Loaner tray deficiencies	%	↓	0.000	0.000	0.000 - 0.000 - 100.000
4. Pretreatment and transport of soiled RME	%	↓	0.000	0.000	0.000 - 0.000 - 33.333
5. SPS staffing vacancies rate	%	↓	17.143	0.000	0.000 - 16.667 - 42.222

Facility Condition Assessment Metric

Document Map					
AS_Con_FCA_Report		Facility Condition Assessment (FCA) Report			
FCA Correction Rate		Snapshot Date: 1/1/2019			
FCA Numerator Detail		Data Definitions VSSC Help Desk			
FCA Denominator Detail		Numerator: Sum(FCA Corrections in Prior and Current FY and FCA Corrections in Process) Denominator: Sum(Total NRM & Minor Construction Funding in Last 2 Prior Years and Current FY)			
Facility		FCA Numerator	FCA Denominator	FCA Correction Rate	FY
(3V10) (583) Indianapolis, IN HCS		\$24,107,291.03	\$21,249,600.92	113.448%	20191

Facility Condition Assessment Metric

Document Map

AS_Con_FCA_Report

FCA Correction Rate

FCA Numerator Detail

FCA Denominator Detail

VSSC

Facility Condition Assessment (FCA) Report

Snapshot Date: 1/1/2019

Data Definitions

VSSC Help Desk

Numerator: Sum(FCA Corrections in Prior and Current FY and FCA Corrections in Process)

Denominator: Sum(Total NRM & Minor Construction Funding in Last 2 Prior Years and Current FY)

Division	Record Number	Project Number	Project Notes	Funded	Original Description	Original Condition	Original Cost	Completion Date	Element
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	305453	583-13-220	Repair Structural Deficiencies - Existing Garage	Yes			\$20,017.23	2017-12-29	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	305501	583-13-220	Repair Structural Deficiencies - Existing Garage	Yes			\$20,000.00	2017-12-29	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	305502	583-13-220	Repair Structural Deficiencies - Existing Garage	Yes			\$16,442.72	2017-12-29	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	305505	583-13-220	Repair Structural Deficiencies - Existing Garage	Yes			\$27,370.49	2017-12-29	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	43862	583-331		Yes			\$0.00	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	43867	583-331		Yes			\$0.00	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	43877	583-331		Yes			\$0.00	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	43880	583-331		Yes			\$0.00	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	101584	583-331		Yes			\$0.00	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	109452	583-331		Yes			\$0.00	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	225463	583-331		Yes			\$0.00	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	305460	583-331	SCIP Approved Minor - Expand Specialty Care	Yes			\$1,076,200.00	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	305530	583-331	SCIP Approved Minor - Expand Specialty Care	Yes			\$13,276.73	2017-12-31	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	373442	583-18-506	Prepare Site for Cart Washer	Yes			\$298,800.00	2018-04-08	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	305493	583-13-303	Upgrade Building Security	Yes			\$348,463.10	2018-04-30	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	224760	583-12-107	Renovate Supply, Processing & Distribution In Construction	Yes			\$5,514.95	2018-06-29	Prior FY
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	305551	583-18-202	Install Entrance Gate System	Yes			\$34,690.85		In Process
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	373435	583-18-105	Correct Accessibility Deficiencies	Yes			\$236,086.62		In Process
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	373454	583-18-102	Renovate Lab - Histology, Cytology, and Molecular	Yes			\$2,894,434.62		In Process
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	373463	583-15-110	Upgrade Building 1 for Accessibility	Yes			\$3,944,376.59		In Process
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	373464	583-15-110	Upgrade Building 1 for Accessibility	Yes			\$1,702,608.60		In Process
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	373465	583-19-201	Update Inpatient Pharmacy to Comply with USP 800	Yes			\$993,188.35		In Process
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	373466	583-19-202	Upgrade Anesthesia Pain Clinic	Yes			\$283,768.10		In Process
Numerator:							\$21,655,849.89		

Facility Condition Assessment Metric

Document Map

AS_Con_FCA_Report

FCA Correction Rate

FCA Numerator Detail

FCA Denominator Detail



Facility Condition Assessment (FCA) Report

Snapshot Date: 1/1/2019

Data Definitions

VSSC Help Desk

Numerator: Sum(FCA Corrections in Prior and Current FY and FCA Corrections in Process)
Denominator: Sum(Total NRM & Minor Construction Funding in Last 2 Prior Years and Current FY)

Facility	Type	Project Number	Project Title	FY	Doc ID	PO Amount	Original Amount	PO Date	Project Status	Measure
(3V10) (583) Indianapolis, IN HCS	Construction	583-331	Expand Specialty Care	2014	583Z87000	\$11,105,900.00	\$11,105,900.00	2018-09-14	Construction	Minor Construction
(3V10) (583) Indianapolis, IN HCS	Design	583-18-202	Install Entrance Gate System	2017	583C72260	\$17,362.22	\$17,362.22	2017-05-03	Out for Bid/Negotiation	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-14-129	Renovate Previous Tenant Space Building 1 (23NR5LA32)	2017	583C72290	\$478,132.00	\$478,132.00	2017-06-30	Out for Bid/Negotiation	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-18-201	Upgrade Landscaping, Exterior Lighting, and Parking Lot	2017	583C72314	\$93,837.47	\$93,837.47	2017-06-30	Out for Bid/Negotiation	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-19-201	Update Inpatient Pharmacy to Comply with USP 800	2017	583C72313	\$91,137.00	\$91,137.00	2017-06-30	Construction	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-17-102	Conduct Contingency Water Supply Study and Remediation (23NR7KA11)	2017	583C72319	\$505,059.23	\$505,059.23	2017-07-28	Design Drawings	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-17-202	Expand Bulk Oxygen Tank Pad	2016	583C72367	\$237,952.00	\$237,952.00	2017-09-25	Awaiting Closeout	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-18-603	Replace Fluoro Room 3	2018	583B80006	\$150,642.63	\$132,818.40	2017-12-04	Construction	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-19-601	IR ROOM 1	2018	583B80007	\$90,277.20	\$90,277.20	2017-12-04	Design Drawings	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-19-602	Replace MRI Espree	2018	583B80008	\$449,997.60	\$449,997.60	2017-12-04	Design Drawings	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-15-102	Install Primary & Emergency Power Systems (23NR5LA07)	2015	583C82505	\$5,024,000.00	\$5,024,000.00	2018-01-04	Construction	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-16-101	Upgrade Fire Suppression System	2016	583C82545	\$459,161.00	\$459,161.00	2018-03-23	Punch List/As-Builts	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-18-503	Create Engineering Network	2018	583C82630	\$308,254.00	\$308,254.00	2018-08-16	Construction	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-18-106	Improve Parking and Traffic Flow (23NR8KA22)	2019	583C82663	\$59,908.11	\$59,908.11	2018-08-23	A/E Selection	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-18-203	Upgrade Parking Garage Safety	2018	583C82680	\$319,550.00	\$319,550.00	2018-09-25	Awaiting Closeout	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-18-102	Renovate Lab - Histology, Cytology, and Molecular (23NR8KA46)	2018	583C82671	\$201,101.69	\$201,101.69	2018-09-25	A/E Selection	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-18-202	Install Entrance Gate System	2017	583C82682	\$238,700.00	\$238,700.00	2018-09-26	Out for Bid/Negotiation	NRM
(3V10) (583) Indianapolis, IN HCS	Construction	583-19-201	Update Inpatient Pharmacy to Comply with USP 800	2017	583C82675	\$808,850.00	\$808,850.00	2018-09-26	Construction	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-18-507	Develop Lock Out Tag Out Procedures	2018	583C82678	\$437,000.00	\$437,000.00	2018-09-26	Design Drawings	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-18-105	Correct Accessibility Deficiencies (23NR8KA21)	2018	583C82681	\$129,465.00	\$129,465.00	2018-09-28	Design Drawings	NRM
(3V10) (583) Indianapolis, IN HCS	Design	583-19-202	Upgrade Anesthesia Pain Clinic	2019	583C92138	\$30,569.00	\$30,569.00	2018-10-22	Design Drawings	NRM
Denominator:						\$21,219,031.92				

Non Recurring Maintenance Metric

- Definition
 - Numerator: Total of the current values of all Active NRM Projects
 - Denominator: Total of the original values of all Active NRM Projects
 - Preferred Direction: Lower is Better
- Data Source: CapAssets – Project Tracking Report


- Equation:

$$NRM\ Execution = \frac{Sum(Current\ Value\ of\ Active\ NRM\ Contracts)}{Sum(Original\ Value\ of\ Active\ NRM\ Contracts)}$$

Non Recurring Maintenance Metric

Document Map		Note: The new Construction measure data displayed on this test scorecard is FY19Q1 which is the first time data available.					Indianapolis Scorecard Test for FY2018Q4			
AdminSAIL		Measure	Measure Unit	Preferred Direction	Indianapolis	Best 10%	10th-50th-90th ptile			
Facility		1. Lost time claim rate	%	↓	1.080	0.430	0.430 - 1.065 - 2.195			
Indianapolis Domain Radar		2. RITMS risk score	score	↑	74.000	90.500	60.500 - 75.000 - 90.500			
Indianapolis Radar Chart		3. Unclassified Incidents	%	↓	27.778	0.000	0.000 - 26.471 - 50.000			
Indianapolis Scorecard		4. %GEMS open findings that are older than 60 days with no Action plans	%	↓	0.000	0.000	0.000 - 0.000 - 50.000			
Indianapolis Scorecard Test		Community Care and Choice								
Indianapolis FY Change Domain Scatter		1. %Active consult<=30d	%	↑	88.968	92.140	40.077 - 72.607 - 92.140			
Indianapolis FY Change Scatter Plot		2. %Pending consult<=7d	%	↑	100.000	100.000	65.980 - 92.321 - 100.000			
Indianapolis Facility Opportunity Matrix		3. %Scheduled consult<=90d	%	↑	84.201	94.822	49.952 - 78.153 - 94.822			
Indianapolis Relative Performance vs. Ab		4. Insurance capture buffer compliance rate	%	↑	85.688	91.708	45.755 - 75.770 - 91.708			
VISN		Prosthetics								
Trends and Distributions of Individual Meas		1. Average Days to Close Prosthetic Consult	days	↓	2.500	1.925	1.925 - 3.970 - 8.910			
Trigger Systems		2. %Purchase orders for prosthetic implant using national contracts	%	↑	2.295	68.519	0.000 - 31.665 - 68.519			
		Human Resource								
		1. Turnover rate	%	↓	7.630	4.884	4.884 - 7.124 - 9.619			
		2. Ratio of hospital staff per HR FTEE	ratio	↓	177.722	77.617	77.617 - 98.708 - 139.211			
		3. Time to hire	days	↓	88.893	66.824	66.824 - 89.283 - 129.641			
		Construction								
		1. Facility condition assessment (New)	ratio	↑	1.134	3.076	0.117 - 0.571 - 3.076			
		2. Non-recurring maintenance (NRM) execution (New)	ratio	↓	1.002	0.998	0.998 - 1.017 - 1.063			
		3. Minor construction execution (New)	ratio	↓	1.000	0.908	0.908 - 1.009 - 1.120			
		Sterile Processing								
		1. Surgery cancellations that are due to unavailable reusable medical equipment(RME)	%	↓	1.111	0.000	0.000 - 0.000 - 1.875			
		2. Document control deficiencies	%	↓	0.000	0.000	0.000 - 0.000 - 22.222			
		3. Loaner tray deficiencies	%	↓	0.000	0.000	0.000 - 0.000 - 100.000			
		4. Pretreatment and transport of soiled RME	%	↓	0.000	0.000	0.000 - 0.000 - 33.333			
		5. SPS staffing vacancies rate	%	↓	17.143	0.000	0.000 - 16.667 - 42.222			

Non Recurring Maintenance Metric

<div>  <div> <div>Non-Recurring Maintenance (NRM) Execution Report</div> <div>Snapshot Date: 1/1/2019</div> <div> <a>Data Definitions <a>VSSC Help Desk </div> </div> </div>										
Facility	Type	Project Number	Project Title	FY	Doc ID	PO Amount	Obligation Amount	PO Date	Project Status	
(3V10) (583) Indianapolis, IN HCS	Construction	583-15-102	Install Primary & Emergency Power Systems (23NR5LA07)	2015	583C82505	\$5,024,000.00	\$5,024,000.00	2018-01-04	Construction	
(3V10) (583) Indianapolis, IN HCS	Construction	583-15-141	Replace 3T MRI	2016	583B60016	\$406,183.05	\$406,183.05	2016-09-09	Punch List/As-Built	
(3V10) (583) Indianapolis, IN HCS	Construction	583-16-101	Upgrade Fire Suppression System	2016	583C82545	\$459,161.00	\$459,161.00	2018-03-23	Punch List/As-Built	
(3V10) (583) Indianapolis, IN HCS	Construction	583-17-202	Expand Bulk Oxygen Tank Pad	2016	583C72367	\$237,952.00	\$237,952.00	2017-09-25	Awaiting Closeout	
(3V10) (583) Indianapolis, IN HCS	Construction	583-18-202	Install Entrance Gate System	2017	583C82682	\$238,700.00	\$238,700.00	2018-09-26	Out for Bid/Negotiation	
(3V10) (583) Indianapolis, IN HCS	Construction	583-18-203	Upgrade Parking Garage Safety	2018	583C82680	\$319,550.00	\$319,550.00	2018-09-25	Awaiting Closeout	
(3V10) (583) Indianapolis, IN HCS	Construction	583-18-503	Create Engineering Network	2018	583C82630	\$308,254.00	\$308,254.00	2018-08-16	Construction	
(3V10) (583) Indianapolis, IN HCS	Construction	583-18-603	Replace Fluoro Room 3	2018	583B80006	\$150,642.63	\$132,818.40	2017-12-04	Construction	
(3V10) (583) Indianapolis, IN HCS	Construction	583-19-201	Update Inpatient Pharmacy to Comply with USP 800	2017	583C82675	\$808,850.00	\$808,850.00	2018-09-26	Construction	
(3V10) (583) Indianapolis, IN HCS	Construction	583-19-601	IR ROOM 1	2018	583B80007	\$90,277.20	\$90,277.20	2017-12-04	Design Drawings	
(3V10) (583) Indianapolis, IN HCS	Construction	583-19-602	Replace MRI Espre	2018	583B80008	\$449,997.60	\$449,997.60	2017-12-04	Design Drawings	
(3V10) (583) Indianapolis, IN HCS	Design	583-13-302	Upgrade Security Camera Systems (23NR6LA31)	2013	583C32677	\$148,660.07	\$148,660.07	2013-09-21	Construction	
(3V10) (583) Indianapolis, IN HCS	Design	583-14-108	Install A-Wing Reheat Victaulic Fittings (Energy)	2015	583C52194	\$66,458.54	\$66,458.54	2015-02-12	Design Drawings	
(3V10) (583) Indianapolis, IN HCS	Design	583-14-129	Renovate Previous Tenant Space Building 1 (23NR5LA32)	2017	583C72290	\$478,132.00	\$478,132.00	2017-06-30	Out for Bid/Negotiation	
(3V10) (583) Indianapolis, IN HCS	Design	583-14-161	Dialysis Expansion	2014	583C52112	\$93,443.49	\$93,443.49	2014-10-06	Construction Documents	
(3V10) (583) Indianapolis, IN HCS	Design	583-15-102	Install Primary & Emergency Power Systems (23NR5LA07)	2015	583C52263	\$453,394.88	\$453,394.88	2015-03-24	Construction	
(3V10) (583) Indianapolis, IN HCS	Design	583-15-108	Renovate Waiting Rooms (23NR5LC07)	2015	583C52360	\$98,546.01	\$98,546.01	2015-06-30	Out for Bid/Negotiation	
(3V10) (583) Indianapolis, IN HCS	Design	583-15-110	Upgrade Building 1 for Accessibility (23NR5LC14)	2016	583C62137	\$856,468.00	\$856,468.00	2015-11-02	Construction Documents	
(3V10) (583) Indianapolis, IN HCS	Design	583-18-105	Correct Accessibility Deficiencies (23NR8KA21)	2018	583C82681	\$129,465.00	\$129,465.00	2018-09-28	Design Drawings	
(3V10) (583) Indianapolis, IN HCS	Design	583-18-106	Improve Parking and Traffic Flow (23NR8KA22)	2019	583C82663	\$59,908.11	\$59,908.11	2018-08-23	A/E Selection	
(3V10) (583) Indianapolis, IN HCS	Design	583-18-201	Upgrade Landscaping, Exterior Lighting, and Parking Lot	2017	583C72314	\$93,837.47	\$93,837.47	2017-06-30	Out for Bid/Negotiation	
(3V10) (583) Indianapolis, IN HCS	Design	583-18-202	Install Entrance Gate System	2017	583C72260	\$17,362.22	\$17,362.22	2017-05-03	Out for Bid/Negotiation	
(3V10) (583) Indianapolis, IN HCS	Design	583-18-507	Develop Lock Out Tag Out Procedures	2018	583C82678	\$437,000.00	\$437,000.00	2018-09-26	Design Drawings	
(3V10) (583) Indianapolis, IN HCS	Design	583-19-201	Update Inpatient Pharmacy to Comply with USP 800	2017	583C72313	\$91,137.00	\$91,137.00	2017-06-30	Construction	
(3V10) (583) Indianapolis, IN HCS	Design	583-19-202	Upgrade Anesthesia Pain Clinic	2019	583C92138	\$30,569.00	\$30,569.00	2018-10-22	Design Drawings	
Total:						\$12,595,165.67	\$12,573,006.44	100.176%		

Minor Construction Metric

- Definition
 - Numerator: Total of the current values of all Active Minor Projects
 - Denominator: Total of the original values of all Active Minor Projects
 - Preferred Direction: Lower is Better
- Data Source: CapAssets – Project Tracking Report

- Equation:

$$\text{Minor Execution} = \frac{\text{Sum(Current Value of Active Minor Contracts)}}{\text{Sum(Original Value of Active Minor Contracts)}}$$

Minor Construction Metric

Document Map

AdminSAIL

Facility

Detroit Domain Radar

Detroit Radar Chart

Detroit Scorecard

Detroit Scorecard Test

Detroit FY Change Domain Scatter

Detroit FY Change Scatter Plot

Detroit Facility Opportunity Matrix

Detroit Relative Performance vs. Absolute

VISN

Trends and Distributions of Individual Measures

Trigger Systems

Note: The new Construction measure data displayed on this test scorecard is FY19Q1 which is the first time data available.

Detroit Scorecard Test for FY2018Q4

Measure	Measure Unit	Preferred Direction	Detroit	Best 10%	10th-50th-90th ptile
1. Lost time claim rate	%	↓	0.700	0.430	0.430 - 1.065 - 2.195
2. RITMS risk score	score	↑	58.000	90.500	60.500 - 75.000 - 90.500
3. Unclassified Incidents	%	↓	44.444	0.000	0.000 - 26.471 - 50.000
4. %GEMS open findings that are older than 60 days with no Action plans	%	↓	0.000	0.000	0.000 - 0.000 - 50.000
Community Care and Choice					
1. %Active consult<=30d	%	↑	51.292	92.140	40.077 - 72.607 - 92.140
2. %Pending consult<=7d	%	↑	100.000	100.000	65.980 - 92.321 - 100.000
3. %Scheduled consult<=90d	%	↑	68.580	94.822	49.952 - 78.153 - 94.822
4. Insurance capture buffer compliance rate	%	↑	89.756	91.708	45.755 - 75.770 - 91.708
Prosthetics					
1. Average Days to Close Prosthetic Consult	days	↓	1.900	1.925	1.925 - 3.970 - 8.910
2. %Purchase orders for prosthetic implant using national contracts	%	↑	13.124	68.519	0.000 - 31.665 - 68.519
Human Resource					
1. Turnover rate	%	↓	4.045	4.884	4.884 - 7.124 - 9.619
2. Ratio of hospital staff per HR FTEE	ratio	↓	129.250	77.617	77.617 - 98.708 - 139.211
3. Time to hire	days	↓	98.635	66.824	66.824 - 89.283 - 129.641
Construction					
1. Facility condition assessment (New)	ratio	↑	0.335	3.076	0.117 - 0.571 - 3.076
2. Non-recurring maintenance (NRM) execution (New)	ratio	↓	1.024	0.998	0.998 - 1.017 - 1.063
3. Minor construction execution (New)	ratio	↓	1.117	0.908	0.908 - 1.009 - 1.120
Sterile Processing					
1. Surgery cancellations that are due to unavailable reusable medical equipment(RME)	%	↓	2.500	0.000	0.000 - 0.000 - 1.875
2. Document control deficiencies	%	↓	0.000	0.000	0.000 - 0.000 - 22.222
3. Loaner tray deficiencies	%	↓	0.000	0.000	0.000 - 0.000 - 100.000
4. Pretreatment and transport of soiled RME	%	↓	0.000	0.000	0.000 - 0.000 - 33.333
5. SPS staffing vacancies rate	%	↓	30.303	0.000	0.000 - 16.667 - 42.222

Minor Construction Metric



Minor Construction Execution Report

Snapshot Date: 1/1/2019

[Data Definitions](#)

[VSSC Help Desk](#)

Facility	Type	Project Number	Project Title	FY	Doc ID	PO Amount	Obligation Amount	PO Date	Project Status
(3V10) (553) Detroit, MI HCS	Construction	553-304	Remodel Lobby to Improve Safety and Security	2012	553Z00000	\$2,998,760.84	\$2,822,810.00	2017-06-15	Construction
(3V10) (553) Detroit, MI HCS	Design	553-304	Remodel Lobby to Improve Safety and Security	2012	553Z40000	\$372,345.00	\$195,500.00	2014-05-01	Construction
Total:						\$3,371,105.84	\$3,018,310.00	111.689%	

Construction Domain

Future Updates

- All Obligations included in FCA Metric (last run was only Active Projects)
- Possible change in equation for NRM / Minor metrics to be difference from original obligation, not just “lower is better”
- Possible change in range of dates used to calculate numerator and denominator for FCA Metric

Questions?

