|  | WORKSHEET UBT Performance Tracking Tool |
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|  | PURPOSE  The UBT Performance Tracking Tool provides a picture of how the UBT’s actions impact overall performance. Experience has shown that when a team focuses its attention in one area, team members see improvements in multiple areas over time.  When to Use  Use this tool while doing performance improvement work to track results.  Who Uses  UBT members.  How to Use  Complete this worksheet with your UBT members as you begin working together. Use this as a tool to track and measure performance and celebrate results.  Many of the metrics that appear on the performance tracking template are measured at different intervals: service quality results are measured quarterly, attendance rates are calculated by pay period, and People Pulse results are determined annually. |
|  | Instructions  Baseline is the year-end data for the previous year. Use local targets for the current year.  Department Information   |  |  |  | | --- | --- | --- | | Unit name: |  | | | Management lead name: | Union lead name: | Physician lead name: | |  |  |  | | Facility: | Location: | Phone/tie-line: | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Metric | Baseline | Target | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   Sample #1   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Metric | Baseline | Target | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | Attendance:  Sick days per FTE (annualized rate) |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Overtime:  % of total payroll dollars |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Missed meals/breaks:  % of total payroll dollars |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | POS co-pay collection |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Workplace safety:  Injuries per 100 productive FTE |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | Service quality:  % of Member Patient Satisfaction survey/HCAHPS, as applicable |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | People Pulse Opinion:  In my work unit, we support each other to do our best work (% agree) |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | People Pulse Opinion:  Employees in my work unit are involved in making decisions that affect our work (% agree) |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |