

Hospital Case Study

Quality Assurance and Control

Objective	Standards	Assurance	Control
Rescheduling procedures decreased by 75%	Decrease by 75%		
Budget is \$750,000	\$750,000 or less		
Project execution complete by 11/30/20 before grants expire	Finish on or before 11/30/20		
Software must run on all current computer platforms	100%		
Decrease average procedure wait time to less than 30 minutes	Average wait time < 30 minutes		
Reduce procedure errors by 50%	Decrease by 50%		
Hospital is the first choice by more than 60% of residents	First choice by 60% or more		
Hospital's return on assets is greater than 12%	ROA > 12%		