

TRUE NORTH: ENSURE SAFETY, ANTICIPATE NEEDS, EXCEED EXPECTATIONS

STRATEGIES

Growth and Financial Strength

- GFS1. Increased access to care
- GFS2. New service offerings
- GFS3. Expanded capacity
- GFS4. Improved throughput
- GFS5. Optimized revenue cycle

Health Outcomes

- HE1. Expanded outreach and awareness
- HE2. Deepened community relationships/trust
- HE3. Focused annual preventative care and access

Patient Experience

- PE1. IP/OP coordination to ensure system-ness
- PE2. Sustained standard work
- PE3. Expanded patient navigation and support

Work Experience

- WE1. Optimized work experience and engagement in meaningful work
- WE2. Continued leadership development
- WE3. Optimized employee life cycle

Quality and Safety

- QS1. Coordinated patient progression/LOS reduction
- QS2. Sustained high reliability transformation
- QS3. Coordinated readmissions task force

GOALS

Growth and Financial Strength

- Achieve budgeted operating margin

Health Outcomes

- Achieve GA AIDE measures

Patient Experience

- Increase patient experience likelihood to recommend – inpatient and ambulatory

Work Experience

- Achieve strong employee engagement

Quality and Safety

- Achieve targeted O/E mortality
- Reduce safety events
- Improve length of stay
- Reduce re-admissions

