

2009-2011 System Goals

Key Result Area Organizational Climate	Key Result Area Innovation	Key Result Area Productivity	Key Result Area People Growth	Key Result Area Quality	Key Result Area Customer Satisfaction
Create an environment that draws and retains outstanding healthcare professionals	Maximize financial success and productivity	Leverage technology to enhance and integrate healthcare practices	Align access to care to improve the health status of the community	Excel in the delivery of quality health care	Optimize service excellence to ensure a customer centered culture

2009-2011 Strategic Objectives

<p><u>Ensure effective, efficient, and consistent hospitalist services</u></p> <p>Improve salary and benefits to 50% of the wage base</p> <p><u>Integrate the principles of Magnet throughout the system</u></p> <ul style="list-style-type: none"> - Educate Associates on Forces of Magnet - Successfully incorporate the following two principles of Magnet <ol style="list-style-type: none"> 1. <u>Interdisciplinary Relationships</u> 2. <u>Continuous Learning</u> <p><u>Enhance the physical environment through Phase II and other facility updates to maintain state-of-the-art facilities</u></p> <p><u>Implement financial and clinical integration models that link physicians to Thompson</u></p> <ul style="list-style-type: none"> - Create Physician driven IT support group to implement Physicians Portal - Align Physician and Hospital processes to maximize OR efficiency - Explore Physician equity arrangements <p><u>Fully engage our workforce to participate in continuous learning, enhancing personal health, and enhancing our work environment</u></p> <ul style="list-style-type: none"> - Integrate wellness efforts - Educate on Lean Six Sigma - Continue CSI Training <p>Connect with educational institutions on multiple levels to create programs that enhance retention and recruitment.</p>	<p><u>Obtain a net margin of two, two, and three percent in the years 2009, 2010, and 2011 respectively</u></p> <p><u>Drive productivity and process improvement by implementing Lean Six Sigma methodology across the system</u></p> <p>Create a management system of productivity to empower associates to be accountable and responsive to changing conditions.</p> <p>Ensure that ten percent (10%) of total system revenue is generated by cash-based programs.</p> <p><u>Proactively manage regulatory and compliance changes to positively impact our finances.</u></p>	<p>Build internal infrastructure necessary for a fully integrated electronic medical record</p> <ul style="list-style-type: none"> - Maximize the use of Meditech - Identify and Implement module to integrate information that results in improved electronic documentation <p><u>Deliver operational benefits from our partnership with RHIO and the fiber optic ring</u></p> <p>Create multiple telemedicine opportunities</p> <p>Ensure accessibility and credibility of clinical and management data to enhance outcomes</p> <ul style="list-style-type: none"> - Develop processes to analyze data and to use results as an application for improvement in customer satisfaction surveys - Develop Data Warehouse for both internal and external sources of information system 	<p><u>Partner with the county and community agencies to develop the community service plan and develop health services consistent with the community health assessment</u></p> <p><u>Expand access and utilization of Thompson Health services in Victor/Farmington</u></p> <p>Optimize marketing resources and strategies for Thompson to be the provider of choice</p> <p>Change practice strategies of care delivery to align with the new paradigm of individual ownership of health</p>	<p>Develop regional partnerships according to Board adopted guiding principles</p> <p><u>Establish three major clinical centers of excellence</u></p> <ul style="list-style-type: none"> - Ortho - ENT - Neuro <p>Drive quality through the reengineering of core processes</p> <ul style="list-style-type: none"> - <u>Response to concerns/complaints/incidents</u> - <u>Patient Flow – Patient/Resident</u> - <u>Safety Process</u> <p><u>Sustain and advance a culture of safety, quality, and compliance throughout the system</u></p>	<p>Evaluate and redesign processes for patient/resident centered care and service</p> <p><u>Create a cohesive system to identify and deliver an improved patient/resident experience</u></p> <ul style="list-style-type: none"> - <u>Visit related departments (shadowing to gain inter-dept. understanding). Focus on improved patient/resident experience</u> - <u>Identify several and deliver on one improved patient/resident experience.</u> <p>Ensure outside vendor commitment and adherence to the clinical and service standards of Thompson Health</p> <p><u>Reframe, integrate, and energize the Thompson Way</u></p> <ul style="list-style-type: none"> - <u>Educate leadership on Gold Standard Management</u> - <u>Re-energize standards of cooperation</u> - <u>Revise department mission statements to incorporate principles of the Thompson Way</u>
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