

We are dedicated to serving our community with integrity and exceptional quality care.

NHHS Strategic Plan 2024

PATIENT EXPERIENCE	CULTURE OF TRUST & ENGAGEMENT	SUSTAINABILITY
<ol style="list-style-type: none"> NHHS 1ST Choice Healthcare Provider Patient Experience Scores High Reliability Initiatives (Process Improvement) Patient Centered Focus 	<ol style="list-style-type: none"> 7 Habits Culture Leadership Development Trust Staff Experience 	<ol style="list-style-type: none"> Optimization/Understanding Coding & Reimbursements Real Estate & Plant Management Service Line Exploration/Expansion Budget & FTE Accountability
<ol style="list-style-type: none"> NHHS 1ST Choice Healthcare Provider Marketing <ul style="list-style-type: none"> Signage – assessment due by 2/1 Website redesign – RFP by 2/1. Selected by 3/1. Go Live Dec. 2024 Surgical Expansion/Availability of specialty providers <ul style="list-style-type: none"> Referral analysis – outreach for surgeons by 3/1. Specialty provider outreach by 6/1. Accessibility Review Analysis <ul style="list-style-type: none"> Available service lines – identify metrics by 3/1 Patient Experience Scores Review of current provider move to NRC – Review of current contract 3/31. Rollout NRC Q2/Q3 Customer Service training for frontline staff – assessment by 3/31. <ul style="list-style-type: none"> Joseph will work with direct patient facing departments and specify for each. 75% completed training by 11/30. High Reliability Initiatives (Process Improvement) Hospital & Clinic Call management improvement – assessment by 3/31. Recommendations 4/30. PDSA's by 9/1. Seeber's Pharmacy Integration with NHHS Systems Network – done by 6/1. <ul style="list-style-type: none"> POS System Go live 12/1. Referral Process/Volumes – Identify baseline 2/1. Q2 PDSA project. Completed close the loop by 9/1. Patient Centered Focus Aging Community Education – Convene Rural Aging Committee by 1/31. Speaker Series 3/30. 2 Events by 11/30. Care Coordination and integration of case management hospital & clinic – 4 quarterly meetings with UR by 11/30 Explore lab services in clinic – recommendation report by 3/31 	<ol style="list-style-type: none"> 7 Habits Culture Continued training of 7Habits for those who have not yet attended – Goal 185 Develop a plan to onboard new hires with 7 Habits by 3/31. Identify 7Habits/Trust coach in each department <ul style="list-style-type: none"> Identify by 5/1 Coach the coaches by 6/1 Leadership Development 4DX Training <ul style="list-style-type: none"> Executives by 1/30 Managers by 2/28 Metrics – provide feedback monthly at Leadership meeting Development Plans <ul style="list-style-type: none"> Utilize leader assessment then meet with and create plans with each leader/manager by 5/1 Create succession plans based on development plan & discussion by 6/1 Trust Those who have completed 7 Habits to attend half-day Speed of Trust – Goal 160 Identify 7Habits/Trust coach in each department <ul style="list-style-type: none"> Identify by 5/1 Coach the coaches by 6/1 Quarterly Town Halls (all staff) – 1 each quarter starting by 3/1, series to be completed by 11/30. Employee Satisfaction Survey to existing employees (create baseline) <ul style="list-style-type: none"> Rollout 5/1 Gather & analyze data, create action plans by 6/1 Present data at 3rd quarter Town Hall Staff Experience Safe place to work analysis <ul style="list-style-type: none"> Security guard supervisor by 3/31 Analysis of safe environment (what does that look like and mean)? HRIS (UKG) – rollout 4/1 <ul style="list-style-type: none"> Employee, payroll & scheduling modules implemented by 4/1 Performance management, compensation, awards, employee relations modules implemented by 9/1 Onboarding & Recruitment – <ul style="list-style-type: none"> Create process for onboarding in all departments by 9/30 Revise & simplify recruitment process by 4/1 	<ol style="list-style-type: none"> Hospital Optimization/Understanding Coding & Reimbursements UR/Case Management Process <ul style="list-style-type: none"> Continue weekly meetings Standardization of UR/Case management processes – identify by 4/1, training complete by end of 9/30 Standardize coding & billing reference materials <ul style="list-style-type: none"> Identify by 7/1 Implement by 10/1 Provider Education <ul style="list-style-type: none"> HCC/UR – coding staff to address coding at RHC monthly starting 4/1 Appropriate procedure location Real Estate & Plant Management ED/lab/reception Expansion <ul style="list-style-type: none"> Debt capacity due by April Finance Committee Board Review at April board meeting Accounting House Demo – by 6/30 <ul style="list-style-type: none"> Parking lot Expansion – by 10/31 Call House Refresh/Repaint plan by 3/31 done by 7/30 Seeber's Building assessment – initial review by 3/1 Service Line Exploration/Expansion/Revision Plan Research & Recommendation <ul style="list-style-type: none"> Oncology – exploration by 6/30 Respiratory Therapy Expansion by 4/30 340B in house by 4/1 MRI plan done by 12/1/23. Presented to Board for approval at 1/24 board meeting. Budget & FTE Accountability Right person right role <ul style="list-style-type: none"> Rewrite evaluations to include succession and development plan Candid conversations about right person right role Manager financial 1:1 training – to be completed 100% by 8/31 Benchmark FTE – done by 5/1



Vision: Sustaining independence by delivering innovative and excellent, life-long healthcare.
 Values: At NHHS, we provide exceptional CARE: Compassion, Accountability, Respect, Excellence.