

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 4/26 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 6/1. Specialty provider outreach by 9/1. Accessibility Review Analysis <ul style="list-style-type: none"> Available service lines – identify metrics by 6/1 Patient Experience Scores Review of current provider move to NRC – Review of current contract 3/31. Rollout NRC Q2/Q3 (Go Live 8/1) Customer Service training for frontline staff – assessment by 4/30. <ul style="list-style-type: none"> Joseph will work with direct patient facing departments and specify for each. 100% completed training by 11/30. Establish Baseline set of scores for likelihood to recommend – Targets set by 1/1/2025 High Reliability Initiatives (Process Improvement) Hospital & Clinic Telephone Call Operators - management improvement – Assessment by 3/31. Recommendations 4/30. Implementation by 7/1. Seebers POS System Go live 12/1. Referral Process Documentation & Training – completed by 12/1. Patient Centered Focus Aging Community Education – Convene Rural Aging Committee by 1/31. Speaker Series 3/30. Hold 2 Events by 11/30. Establish a Patient & Family Advisory Committee by Aug 15, 2024. Care Coordination and integration of case management hospital & clinic (for review in 2025) 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 140 Develop a plan to onboard new hires with 7 Habits by 3/31. 128 of 140 Identify 7Habits/Trust coach in each department. <ul style="list-style-type: none"> Identify by 5/1 Coach the coaches by 6/1 7 Habits renewal/reinforcement plan for staff – develop plan by 6/30 – immediate rollout. 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 Hogan assessment then meet with and create plans with each leader/manager Begin – 5/6 and to be Completed by 8/30 Trust 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. Staff Experience Safe place to work analysis <ul style="list-style-type: none"> Security guard supervisor hired by 3/31 Analysis of safe environment HRIS (UKG) – rollout 6/19 <ul style="list-style-type: none"> Employee, payroll & scheduling modules implemented by 7/1 	<ol style="list-style-type: none"> Hospital Optimization/Understanding Coding & Reimbursements UR/Case Management Process <ul style="list-style-type: none"> Continuing weekly meetings. Standardization of UR/Case management processes – identify by 7/1, training complete by end of 11/30 Standardize coding & billing reference materials by 3/14. (HC Pro Training) <ul style="list-style-type: none"> Identify by 3/14 Implement by 3/17 Provider Education <ul style="list-style-type: none"> HCC/UR –staff to address coding at RHC monthly starting 4/1 <ul style="list-style-type: none"> To include Clinic, Rehab, Imaging, ACU/ED/OB Appropriate procedure location Real Estate & Plant Management ED/lab/reception Expansion <ul style="list-style-type: none"> Debt capacity due by May Finance Committee Board Review at May board meeting. Accounting House Demo – by 6/30 <ul style="list-style-type: none"> Assessment of Parking lot Expansion – by 10/31 Call House Refresh/Repaint plan by 4/30 done by 7/30 Seeber’s Building assessment – initial review by 8/1 (RFQ posted to The Miner & sent to Vendors) Interviewed and selected Architect firm – Blue Room 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 (Installation of PFT 12/1) 340B in house by year end. MRI plan done by 12/1/23. Presented to Board for approval at 1/24 board meeting. Staffing Model recommendation by 4/1. Budget & FTE Accountability Right person right role <ul style="list-style-type: none"> Candid conversations about right person right role Manager financial 1:1 training – to be completed 100% by 11/30 Benchmark FTE – done by 5/31

