



Strategic Plan 2015 – 2017

Mission: Improve the health and well-being of our community.

Vision: Be the healthiest community in Wisconsin.

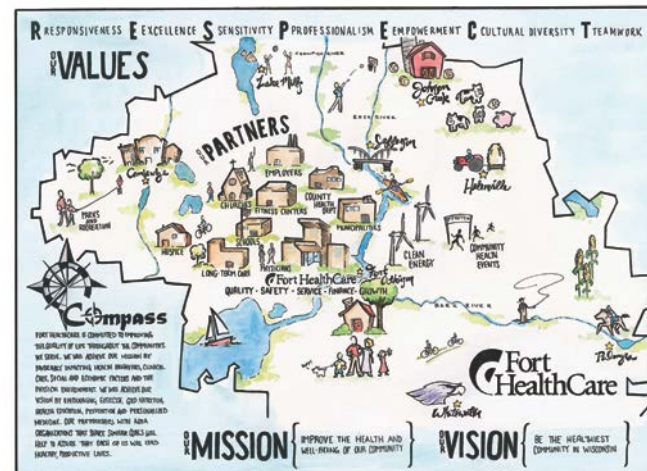
Core Commitments

Service: Provide an excellent experience for key stakeholders- patients, employees, physicians, payers and employers.

Quality: Demonstrate a passion for providing quality healthcare by utilizing evidenced based practices in the delivery of care.

Finance: Meet or exceed financial targets to support the organization’s Mission and Vision.

Growth: In partnership with our community, identify and develop programs and services that provide value.



<u>Service</u>	<u>Quality/Safety</u>	<u>Finance</u>	<u>Growth</u>
<p><i>Goal:</i> To deliver a healthcare experience resulting in the highest levels of patient and employee satisfaction.</p> <p>Measures: Survey Results-</p> <ul style="list-style-type: none"> Exceeding State average of at least five of the HCAHPS composites Overall rating of satisfaction for Outpatients - Ambulatory, ER, Lab, Radiology, Outpatient and Rehab Aggregated average of patient satisfaction for all Fort Medical Group Clinics Designation as Top 100 Employer of Choice in the annual Milwaukee Journal Sentinel Survey of regional employers 	<p><i>Goal:</i> To provide for the preventive and acute healthcare needs of area residents in the safest and most timely manner.</p> <p>Measures:</p> <ul style="list-style-type: none"> Quality Bundled Core Measures Safety Survey Results Re-Admission Rate 	<p><i>Goal:</i> To provide the community and employees of Fort HealthCare with a financially sound and viable locally based healthcare system.</p> <p>Measures:</p> <ul style="list-style-type: none"> Operating Margin Days Cash on Hand 	<p><i>Goal:</i> To partner with our community to develop appropriate access to health and wellness services and grow community accountability for improved preventive care, nutrition, exercise and health-affirming lifestyles.</p> <p>Measures:</p> <ul style="list-style-type: none"> Improved appropriate access to care Lowered Body Mass Index (BMI) community-wide Immunizations Advanced Care Planning Key Health Status Outcomes- Annual Community Health Survey
<p>Find Additional Health Information with these resource links:</p> <p>Center for Medicare & Medicaid Services – Hospital Compare</p> <p>County Health Rankings – Jefferson, Wisconsin</p> <p>Wisconsin Department of Health Services</p> <p>Wisconsin Hospital Association’s Check Point – Fort Memorial Hospital</p> <p>Milwaukee Journal Sentinel Employee Satisfaction Survey</p>			