

Fort HealthCare, Inc.

Strategic Plan Indicators: Goals and Current Values 2026-2029

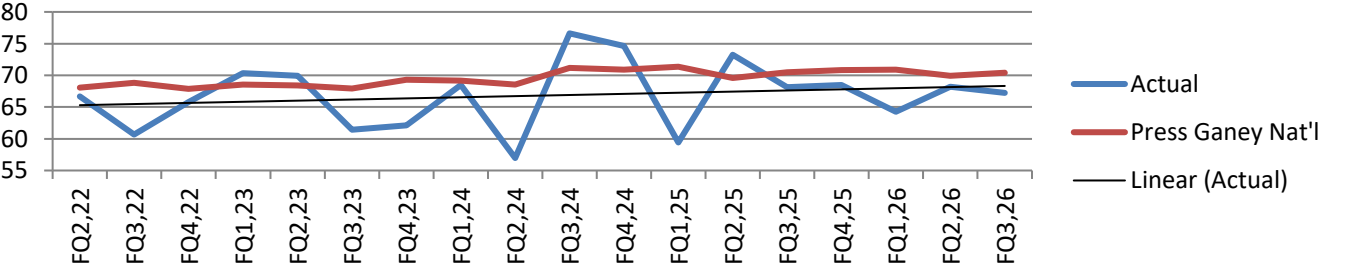
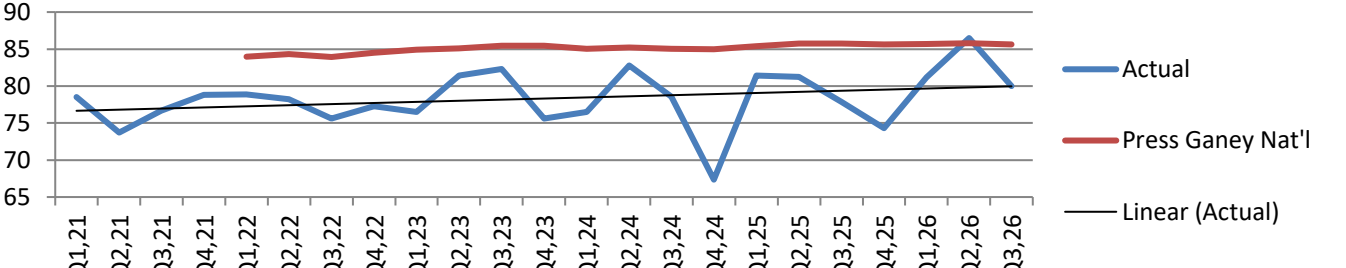
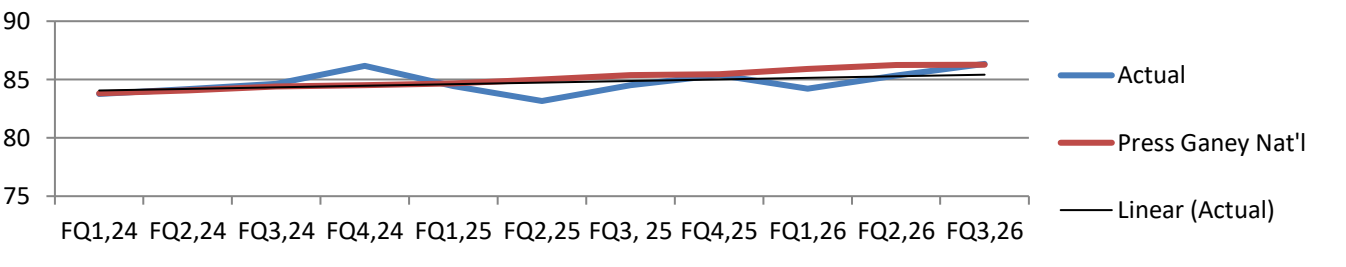
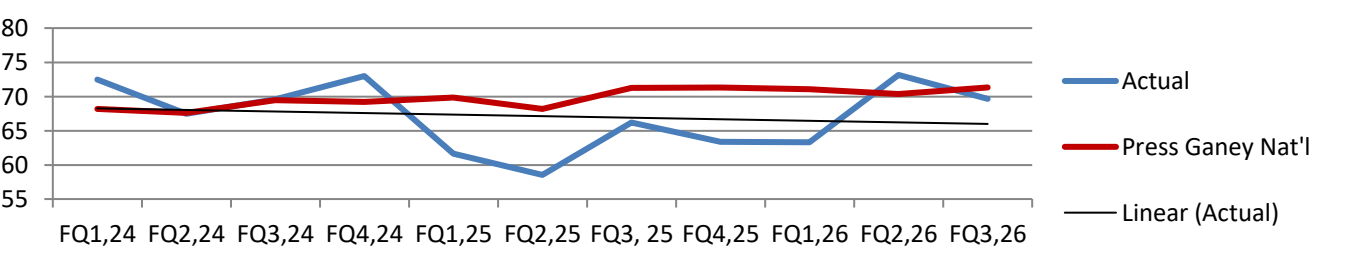
Approved by Planning Committee on 4/21/2026

Approved by Board on 5/5/2026

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

Vision: Be the healthiest community in Wisconsin

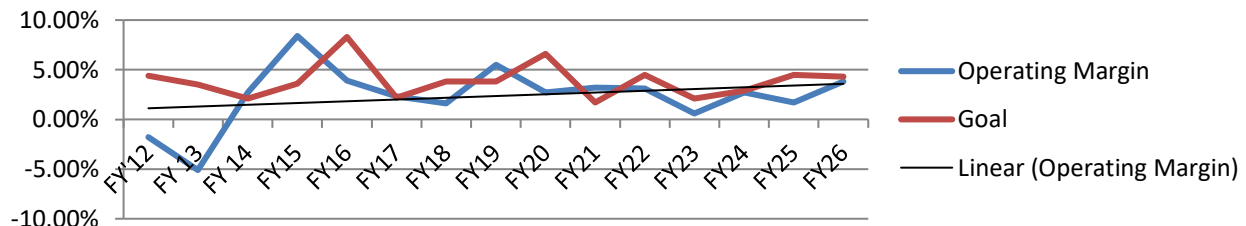
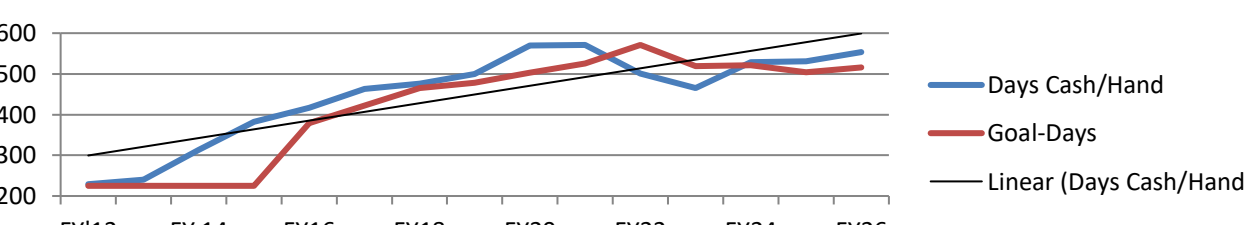
SERVICE: To deliver a healthcare experience resulting in the highest levels of patient and employee satisfaction.

	Notes	Goal	Current Value	Goal Date
Patient Experience/Satisfaction				
HCAHPS - Inpatient - 0-10 Rating (Top Box)	1		2026	
OAS CAHPS - Ambulatory - Likely to Recommend (Top Box)	2		2026	
Likelihood of Recommending Practice - FMG Clinic Groups (Top Box)	3		2026	
Likelihood of Recommending ED - Emergency Services (Top Box)	17		2026	
Employee Satisfaction – Journal/Sentinel Top Workplace - Large Employer Top 25	4	Every year	YES 2010, 2011, 2012, 2013, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023,2024, 2025, 2026 No 2014	May of Every year 

QUALITY: To provide for the preventive and acute healthcare needs of area residents in the safest and most timely manner, using every attempt to

	<u>Notes</u>	<u>Goal</u>	<u>Current Value</u>	<u>Goal Date</u>	
CORE MEASURES - Quality Bundle:					
C-Diff Infection Rate (SIR)	13	<0.54	2015: 0.54 2016: 2.16 2017: 1.018 2018: 0.62 2019: 0.00 2020: 1.40 2021: 0.00 2022: 1.773 2023: 2.62 2024: 0.0 2025: 0.488 2026: 1.060	2026	↑
30 Day Mortality Rate - Heart Failure	14	<11.6%	6/14: 12.4% 6/15: 13.0% 6/16: 12.1% 6/17: 11.4% 6/18: 11.3% 6/19: 11.3% 12/19: 12.1% 7/1/18-6/30/21: 13.2% 7/1/19-6/30/22 13.7% 7/1/20-6/30/23: 15.0% 7/2021- 6/2024: 13.5% 7/2022-6/2025; 13.4%	2026	↑
Median Time from ED Arrival to ED Departure	15	<130 min	<u>2015:143</u> <u>2016:131</u> <u>2017:145</u> <u>2018:135</u> <u>2019:131</u> <u>2020:129</u> <u>2021:141</u> <u>2022: 131.5</u> <u>2023: 134</u> <u>2024: 153.5</u> <u>2025: 170.0</u> <u>2026: Q1: 174 Q2: 180 Q3: 143</u>	2026	↑
Severe Obstetric Complications PC-07a	5	<1.62%	<u>2025:Q1:1.23% Q2:1.98% Q3:4.3% Q4:1.59%</u> 2026: Q1: 3.08% Q2: 1.14%	2026	↑
TBD	9		TBD		
SAFETY BUNDLE:					
Safety Survey Results (Semi-Annual - April)	10			2026	↑
-Clinic Metrics		67.0%	2013: 66.3%; 2014: 78.8%; 2015: 73.3%; 2016: 72.7%; 2017: 81.4%; 2018:75.8% 2019: 83.7% 2020: 76% 2022: 74% 2024: 70% 2026: 75%		
-Hospital Metrics		68.0%	2013: 81.5%; 2014: 77.2%; 2015: 77.9%; 2016: 79.3%; 2017: 84.3%; 2018: 82.0% 2019: 93.3% 2020: 78% 2022: 69% 2024: 60% 2026: 70%		

FINANCE: To provide the community & employees of Fort HealthCare with a financially sound & viable locally based healthcare system.

	<u>Notes</u>	<u>Current Value</u>	<u>Goal Date</u>	
Operating Margin	8		FY 2026	↑
Days Cash on Hand	8		FY 2026	↑

GROWTH: To partner with our community to develop appropriate access to health & wellness services & grow community engagement and accountability for improved preventive care, nutrition, exercise and health-affirming lifestyles.

	Notes	Current Value	Goal Date	
% of Individuals Using Self Scheduling	12	% of Pts Able to Self Schedule Goal Linear (% of Pts Able to Self Schedule)	2026	↑
Well Child Visits 3rd-6th year of life	11	Well-Child Visits Goal 84.0% Linear (Well-Child Visits)	2026	↑
Cardiology - # Cardiology Related Images	16	Images Goal=35% Growth Linear (Images)	2026	↑
Breast Cancer Screening	6	Breast Cancer Screening Goal Linear (Breast Cancer Screening)	2026	↓
BP < 140/90 mm Hg	6	BP < 140/90 mm Hg Goal Linear (BP < 140/90 mm Hg)	2026	↑
Colorectal Cancer Screening	6	Colon Cancer Screening Goal Linear (Colon Cancer Screening)	2026	↑

- 1) HCAHPS – Measure of Inpatient satisfaction - Top Box ("9" or "10" and "Definitely Yes" responses) from the most recent quarterly survey. Goal is to exceed the Press Ganey National Average. Higher numbers are better.
- 2) OAS CAHPS - Ambulatory: Likely to Recommend - Top Box ("9" or "10" and "Definitely Yes" responses) - perform higher than National Average. Higher numbers are better.
- 3) Aggregated average - all FMG Clinics. Press Ganey Medical Practice score: "Likelihood of recommending practice" Top Box ("Very Good" responses) Goal is to exceed the Press Ganey National Average. Higher numbers are better.
- 4) Journal/Sentinel Top Workplace Annual Survey - Goal is to be in the Top 25 of the Large Employer category. Results are available in April/May.
- 5) PC-07a Severe Obstetric Complications - (occurring during the inpatient delivery hospitalization) Be below State Average of 1.62%. Lower is better.
- 6) Key Measure Changes: Adult Breast Cancer Screening specifications changed from age 50 -74 to 40-74 biennial in Apr-24
Data is from the electronic medical record registries. The Goal represents the median from the WCHQ data base. Higher numbers are better.
- 8) Values from Consolidated Financial Statements. Higher numbers are better.
- 9) Removed Screening for Social Drivers of Health metric in April 2026. No longer reportable to CMS and no longer reported by Oracle. Replacement metric TBD.
- 10) Results are based on the AHRQ's survey results on Patient Safety Culture for Hospitals & Clinics. Overall average percentage of 'very good' and 'excellent' scores combined (Patient Safety Grade). Goal: To be at or higher than AHRQ Benchmark. Higher numbers are better.
- 11) Data is from the electronic medical record and represents a rolling 12 month % of children aged 2 years thru 6 years of life that have had a well child visit. (HEDIS metric) (2nd year of life added in 2022.) The goal is set at 61% or the equivalent of Dean Health Plan's database average. Higher numbers are better.
- 12) Under Construction
- 13) C-Diff Infection Rate (SIR): Value Based Purchasing Measure. Goal is set to be or lower than the State Average. Lower Numbers are better.
- 14) 30 Day Mortality Rate - Heart Failure: Value Based Purchasing Measure. Goal is set to exceed US average. Lower Numbers are better.
measurement period due to COVID.
- 15) Median Time from ED Arrival to ED Departure: Goal is set to be at or below the WI Average - Medicare Data Benchmark. Lower numbers are better.
- 16) Measures volume of cardiac related diagnostic images
- 17) Press Ganey score: "Likelihood of recommending ER" Top Box ("Very Good" responses). Higher numbers are better.



Green - Improved statistics over past reported numbers



Yellow - Remaining constant over past reported numbers



Yellow - Declining away from goal



Yellow - Improving but not yet met goal