# Penn Highlands Healthcare 5 Year Strategic Map for Cultural Transformation

VISION: To be the integrated health system of choice through excellent quality, service and outcomes.

6Es (Performance EXCELLENCE Commitments) for Organizational Excellence



#### Achieve 5 Star Rating In Quality

- Design and Implement Systems Framework
- Improve Performance on Value Based Care Metrics for all Payers (Pay For Performance)
- Improve Patient Flow and Access Across the system



#### SAFETY **EXCELLENCE**

#### Achieve Top 10% Ranking **On Culture Safety Survey**

- Become A Highly Reliable Organization
- Improve Patient Safety – Prevent Patient Harm
- Reduce Errors Improve Employee Safety Prevent Occupational
- Injuries/Exposures – Réduce Workplace Violence
- Improve Environmental Safety
- Provide a Safe Physical Environment
- Meet All Appropriate Regulatory Standards



#### SERVICE EXCELLENCE

#### Achieve 5 Star Rating In **Patient Experience**

- Improve Patient Experience to Top 10% Across All Services
- Creating a Culture of Service throughout the Organization by Providing Outstanding Experience all the Time, **Every** Time



#### PEOPLE EXCELLENCE

#### Achieve Top 10% Ranking **On Engagement Survey**

- Improve Employee and
- Physician Engagement Improve Employee and
- Physician Retention Across all Services
- Develop Core Strength through Employee, Physician and leadership development
- Celebrations and Recognition



**EXCELLENCE** 

## **Bond Rating**

- Improve Operating Margin
- Reduce Days in A/R
- Reduce Cost Per Unit of Service

- **Increase Market Share And Expand Access To Care** 
  - Grow Key Service Lines

GROWTH

**EXCELLENCE** 

- Behavioral Health Cardiology
- · Cardiovascular and Thoracic
- General Surgery
- Neurosurgery
- Oncology
- Orthopedics
- Pulmonary Medicine
- Trauma
- Women's Health
- Expand Provider Network

**INNOVATION PHH 2023** 

Continuous adoption of new ideas and better ways to deliver care and achieve operational excellence.

COMMUNICATION

PHYSICIAN ALIGNMENT

### **QUALITY, SAFETY & FINANCIAL INTEGRATION**

MISSION: To provide you with exceptional care through our community-based health system while maintaining a reverence for life.

#### VALUES:

Quality & Safety Provide a safe environment with high quality outcomes.

Teamwork Foster a culture of teamwork. support, trust and loyalty.

Integrity Practice the principles of honesty, confidentiality, respect and transparency.

Person-Centered Service Recognize those we serve as equal partners. Demonstrate compassion by listening, engaging, anticipating and exceeding needs and expectations.

Stewardship Commit to investing in our human

and material resources while

practicing fiscal responsibility.

Partnership

Offer services and programs through partnerships with our physicians, providers, stakeholders and other organizations.

#### Education

Expand our emphasis on education and enhance our position as a learning organization.

SERVICE PROMISES: We will CREATE a caring community of excellence with a high-quality, safe, and an outstanding experience, all the time, every time. Communicate Respect Empathy Accountability Teamwork Exceeding expectations

- Create a Culture of

**FINANCIAL** 

# Maintain A-