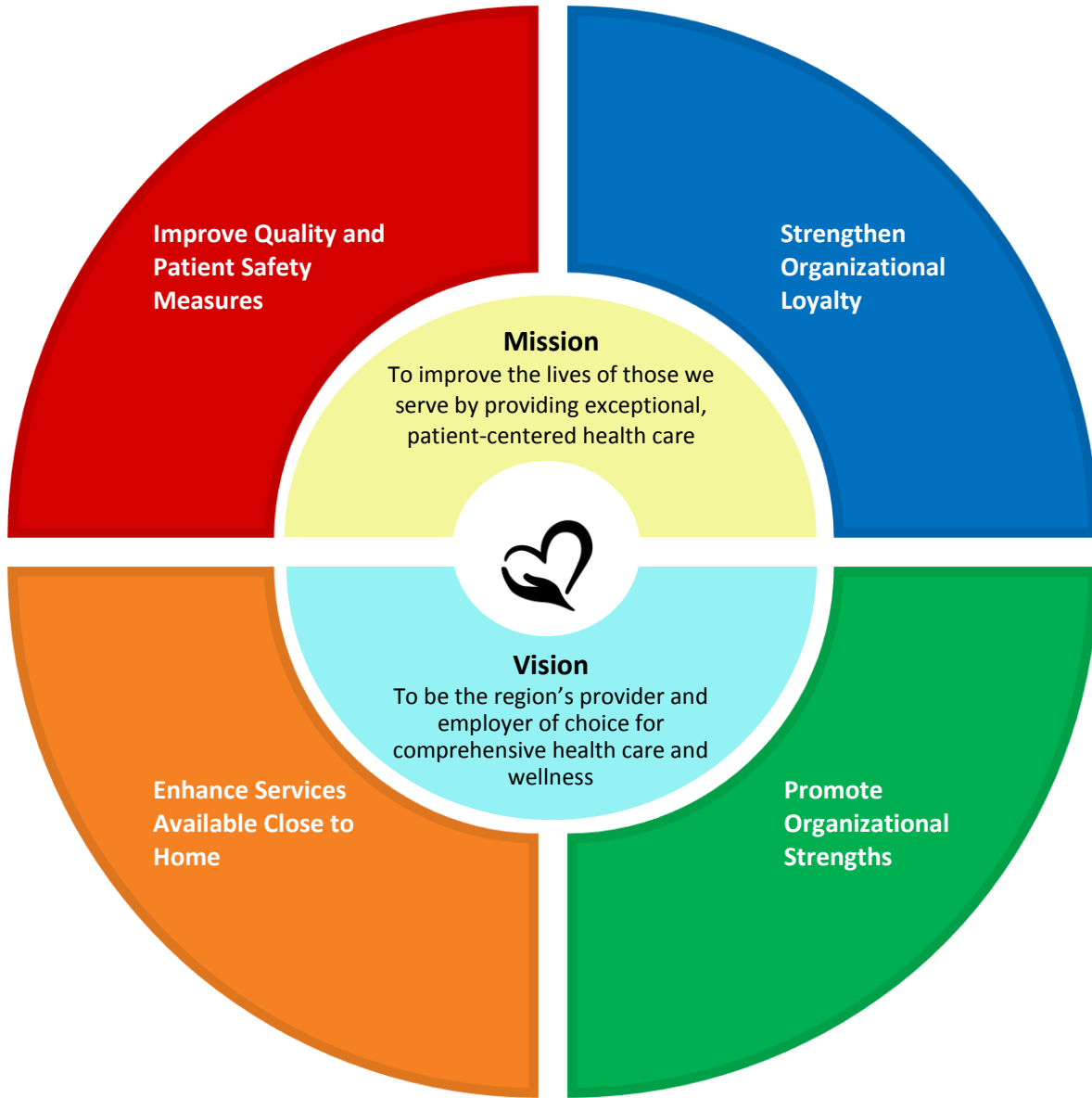


STRATEGIC PLAN
FY 2021 - 2023



Our Values

Respect * Integrity * Compassion * Excellence



Quality and Patient Safety



Organizational Loyalty



Organizational Strengths



Services Available



Goal: Improve Quality and Patient Safety Measures

Objectives:

- Enhance the patient experience as measured by obtaining a 5 star rating on CMS' Hospital Compare website
- Reduce the patient fall rate to less than 4.5 by June 2021 with an ultimate goal of preventing all patient falls



Goal: Strengthen Organizational Loyalty

Objectives:

- Obtain an organizational engagement index score of at least 4.23 as reflected in the employee engagement survey results
- Reduce outmigration by at least 10 percent by leveraging community support as measured by state hospital data



Goal: Promote Organizational Strengths

Objectives:

- Increase employee ownership of marketing initiatives as demonstrated by a score of at least 4.42 on the employee engagement survey question "I would recommend TCHS to family and friends who need care"
- Increase familiarity with the careers available at TCHS by partnering with local schools



Goal: Enhance Services Available Close to Home

Objectives:

- Increase orthopedic surgery volumes by 20 percent
- Explore retail pharmacy expansion opportunities
- Increase clinic visits by 10 percent