

# TCHS Strategic Plan

## Mission

To improve the lives of those we serve by providing exceptional, patient-centered health care.

## Vision

To be the region's provider and employer of choice for comprehensive healthcare and wellness.



## TCHS Values

● Respect

● Integrity

● Compassion

● Excellence

# TCHS Strategic Plan

## People



### Objectives:

- 1) Implement targeted recruitment and retention strategies to support workforce development
- 2) Improve the development of healthcare career pathways to foster personal/professional growth

- Retention rate vs. turnover rate
- Retention rate of employees at TCHS less than 5 years of services (increase)
- Number of job shadows and internships per year
- Number of students enrolled in healthcare program committed to return to TCHS

## Trust



### Objectives:

- 1) Provide effective and welcoming communication with patients to enhance their experience
- 2) Focus on a better patient experience from the initial contact, scheduling, registration, treatment, discharge, and through follow-up

- Communication ratings on HCAHPS survey
- Number of external employee of the month referrals
- Willingness to recommend rating score on HCAHPS survey

## Service



### Objectives:

- 1) Achieve great access to care through successful recruitment of ENT, dermatology, and oncology providers
- 2) Increase community utilization of preventative and wellness services

- Number of ENT, dermatology, and oncology providers successfully contracted for specialty services
- Number of annual wellness visits
- Number of Colonoscopy visits
- Number of Mammograms
- Number of Rehab Units
- Number of Pap Smears

## Finance



### Objectives:

- 1) Transition self-pay to insurance for community support
- 2) Transition patient-owed obligations to auto-pay plans
- 3) Charity care relief for bad debt

- Number of self-pay patients
- Number of auto-pay plans with enrollment
- Number of charity care accounts