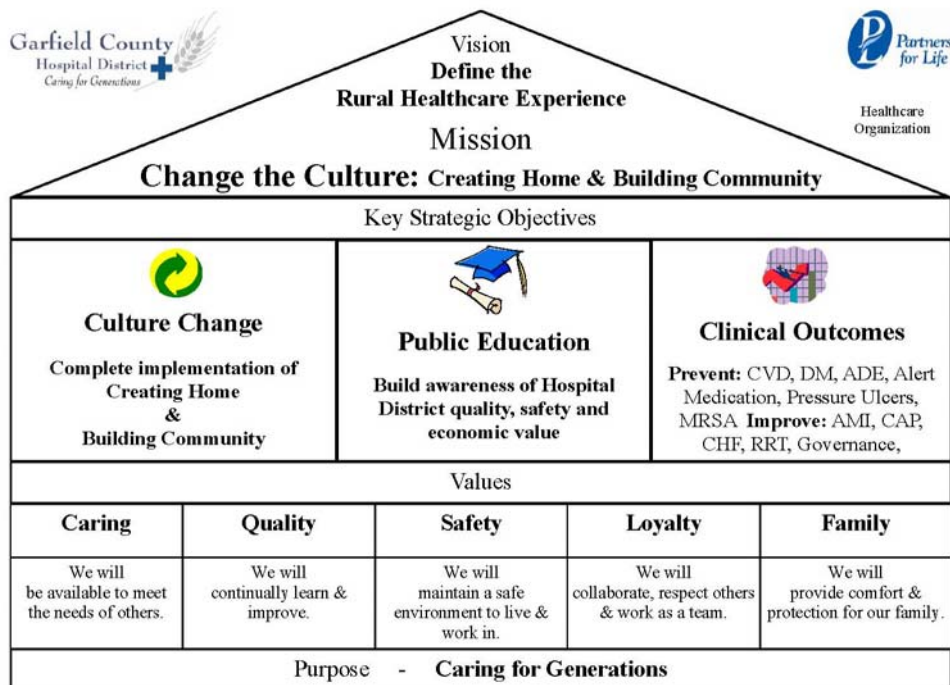


Garfield County Public Hospital District 2008 Key Strategic Objectives (KSO)

Strategies

1. **Culture Change** – Substantially complete the implementation of *Creating Home and Building Community* by developing healthy whole family units based on the shared values of our community; to measurably improve the quality of life for Residents, opinion of staff and loyalty of both.
2. **Public Education** – Develop & implement comprehensive public relations plan with an emphasis on educating the community about the value of products, services and development initiatives of the District.
3. **Clinical Outcomes** – Improve Care. Target specific clinical measures & processes for improvement in each service area including successful participation in 100K Lives Campaign, Cardiovascular Collaborative & Rural Health Information Technology Collaborative.



Strategies & Objectives

1. **Culture Change** – Culture change. Substantially complete the implementation of *Creating Home and Building Community* by developing healthy whole family units based on the shared values of our community; to measurably improve the quality of life for Residents, opinion of staff and loyalty of both.
 - 1.1. **Improve Leadership & Staffing** – Develop leadership structure - particularly for nursing Head of Household and staffing plan - scheduling of resources Need to coach staff on job and responsibilities to encourage staff members to step up to the HOH.
 - 1.2. **Implement Professional Development Program** – Implement a self-paced professional development program for staff that develops individual competency and contributes to organizational performance.
 - 1.3. **Conduct Staff Opinion Survey** - Implement opinion survey - measure outcomes and use data to choose focus areas for team development and system improvement
 - 1.4. **Improve Resident Care Processes and Operating Standards** - Need to develop Resident care process admission to daily care implementation need documented standards and process to improve communication.
 - 1.5. **Implement Well Person Project** Develop a resident centered approach to care the effectively evaluates the wellbeing of the individual across 5 dimensions of wellbeing and introduces interventions to maintain wellbeing of whole person
 - 1.6. **Improve Activities Program Structure** - Use Pleasure of Your Company Material to develop structure to activities program
 - 1.7. **Implement Dinner Meal** -implement dinner meal family style or semi-service
 - 1.8. **Develop Ethics Module for Staff** -
2. **Public Education** – Public Education. Develop & implement comprehensive public relations plan with an emphasis on educating the community about the value of products, services and development initiatives of the District.
 - 2.1. **Implement Patient / Customer Opinion Survey** - We will develop a plan to send surveys to all patients who received services. There are 3 main area of interest: Out patient services, acute care, and LTC. We will also develop a method of tabulating and presenting results.
 - 2.2. **Engage the Public Through Educational Outreach** - The team will develop marketing packets, calendars, strategies, and out reach programs to the public to build a volunteer program. Contact the High school for educational opportunities. Consider developing a foundation for the hospital district. Building/mending professional relationships in the community and in the out lying areas.
 - 2.3. **Engage Volunteers Through Educational Outreach** - Engage volunteers in the work of the hospital district and as community ambassadors

- 2.4. **Engage School Youth Through Educational Outreach** - Engage students in the work of the hospital district, as community ambassadors and future health professionals
 - 2.5. **Develop Professional Outreach Materials** - Develop outreach material for discharge planners and other professional referral sources
 - 2.6. **Standardize Personal Health Challenge** - Complete health challenge, embed into clinic process
 - 2.7. **Develop Professional Networking Relationships** - GCICC, Chamber, Service Club
3. **Clinical Outcomes** – Improve Care. Target specific clinical measures & processes for improvement in each service area including successful participation in 100K Lives Campaign, Cardiovascular Collaborative & Rural Health Information Technology Collaborative.
- 3.1. **High Alert Medications:** Prevent harm from High Alert Medications by implementing the changes in care recommended by the IHI.
 - 3.2. **Medication Reconciliation:** Prevent adverse drug events
 - 3.3. **Pressure Ulcers:** Prevent facility acquired pressure ulcers by reliably implementing the six components of care recommended by the IHI
 - 3.4. **Prevent MRSA** – Significantly reduce Methicillin-resistant Staphylococcus Aureus (MRSA) infection by reliably implementing the five components of care recommended by the IHI.
 - 3.5. **Standardize Use of Rapid Response Teams** - To eliminate death due to cardiac arrests in the facility by rapidly responding to observable signs of deterioration.
 - 3.6. **Engage Board Members in Quality Work** - The board of trustees of the hospital district will undertake the six key activities to improve quality and reduce harm in the hospital as recommended by IHI.
 - 3.7. **Improve Care for Acute Myocardial Infarction (AMI)** - Perfect Care: Consistently deliver reliable, evidence-based AMI care.
 - 3.8. **Improved Care for Community Acquired Pneumonia (CAP)** - Prevent community acquired pneumonia
 - 3.9. **Prevent Central Line Infections** - Prevent surgical site infections (SSI) by implementing the four components of care recommended by IHI.
 - 3.10. **Improve Care for Patients with Congestive Heart Failure (CHF)** - Significantly improve care and reduce readmissions for patients with congestive heart failure by reliably implementing the components of care recommended by IHI.

- 3.11. **Improve Care for Patients at Risk for Cardiovascular Disease** - Engage at risk individuals in the prevention of cardiovascular disease
- 3.12. **Improve Care for Patients with Diabetes** – Effective management of diabetes