

Vision

We will safeguard the health of our community.

Who We Become
Where We Go

Vision Related Strategic Focus Areas

Quality

Finance

Relationships

Growth

Strategic Focus Areas

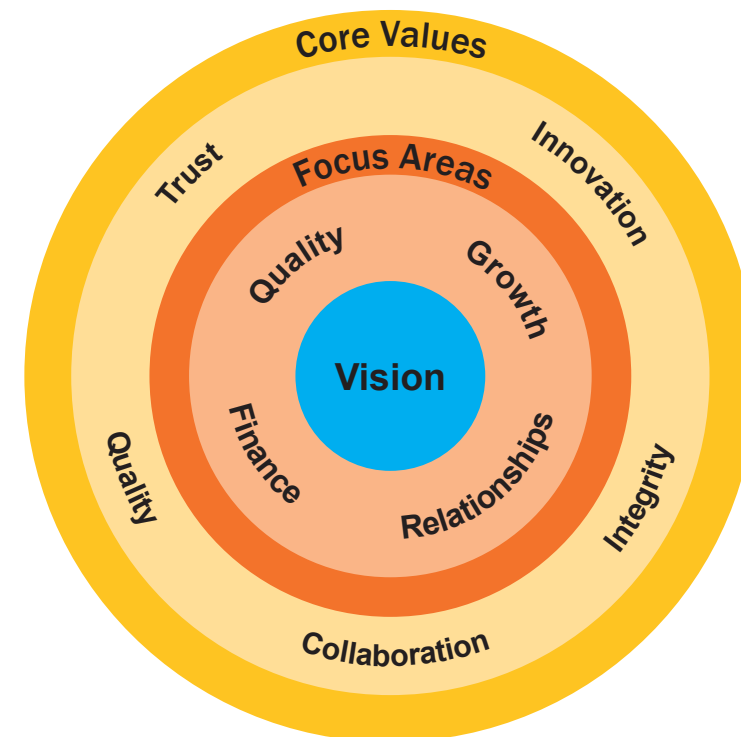
Strategies and accomplishments that will advance us toward our vision

Strategies

Objectives supporting progress in each strategic focus area

Operational Plan

Departmental level work plans to support or implement strategy



Vision

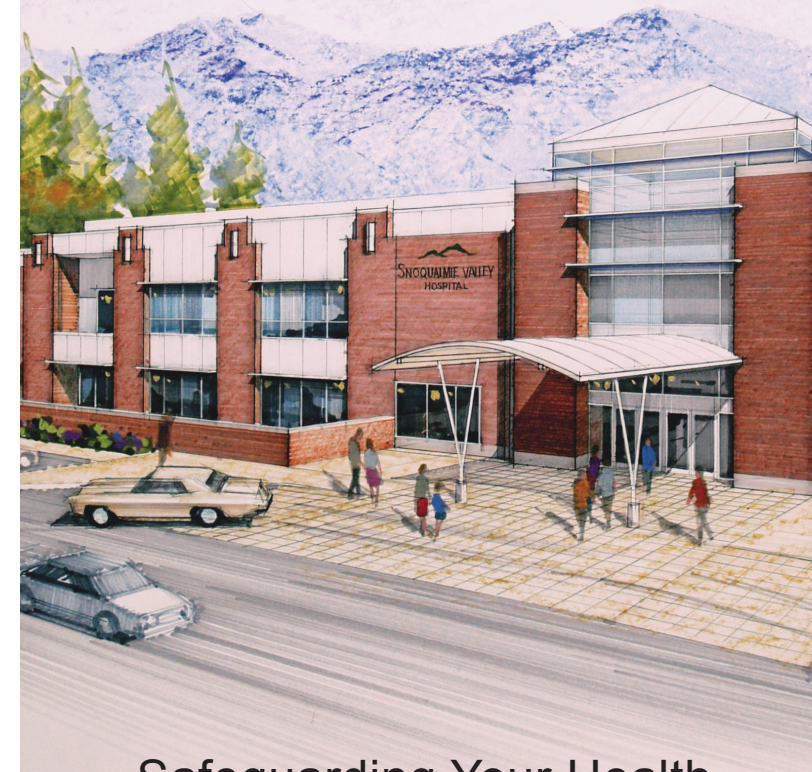
Our **vision statement** describes our values and long-term goals. It is supported by our **strategic focus areas** and serves as a clear guide for developing current and future courses of action.

SNOQUALMIE VALLEY
HOSPITAL DISTRICT

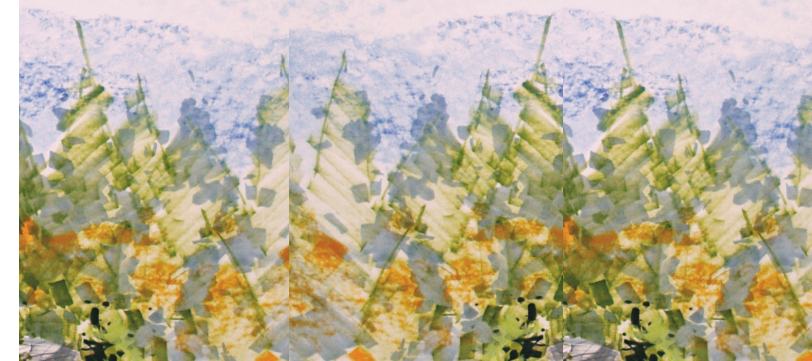
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SNOQUALMIE VALLEY
HOSPITAL DISTRICT

Strategic Plan 2013-2014



Safeguarding Your Health



Mission

Promote the health and well-being of people in our community by providing quality care in a collaborative environment.

Who We Are
Why We Are Here

Mission Related Core Values

Trust

Integrity

Collaboration

Quality

Innovation

Mission
Who we are,
why we are here
and our values

Vision
Who we
become and
where we go

Mission

Our **mission statement** describes our core purpose and what we hope to achieve in the future. It is supported by our **core values** and provides the framework for formulating our **vision** and **strategies**.

FOCUS AREAS, GOALS AND STRATEGIES

QUALITY

Quality assures patient safety, drives reputation, and is a foundation for growth. Snoqualmie Valley Hospital District (SVHD) uses systematic, organization-wide monitoring and analysis to identify opportunities to continually improve our care and services.

Goals

- ★ Patient satisfaction scores above 4.5 on all individual measures. We will educate staff on patient satisfaction surveys. Any indicator below 4.5 will be assigned for remedy.
- ★ Rural Healthcare Quality Network (RHQN) measures above 90th percentile. We will educate staff on RHQN measures. Any indicator below the 90th percentile will be assigned for remedy.
- ★ Every department will establish at least one on-going quality improvement process with a national or regional benchmark of standard for comparison.
- ★ Environment of Care (EOC) measures above 85th percentile. We will educate staff on the EOC measurement process, and each department will design measurement tool(s). Any indicator below the 85th percentile will be assigned for remedy.
- ★ Culture of Patient Safety Survey exceeds national average on all measures. We will educate staff on Culture of Patient Safety Surveys. Any indicator below the national average will be assigned for remedy.

FINANCE

A healthy financial position is essential for the SVHD to fulfill its mission of providing quality care. Access to sufficient capital, positive cash flow and positive operating margins allow the Hospital District to grow and thrive.

Goals

- \$ Generate consistent and sustainable positive cash flow from operations.
- \$ Become credit rated. We will develop metrics and plans for meeting credit rating requirements.
- \$ Expand access to capital for strategic contingency options. We will grow cash reserves, and carefully manage our debt structure.
- \$ Generate annual revenues greater than \$38 million. We will complete the construction of and successful transition to the new hospital and its new services.

RELATIONSHIPS

Building relationships is the foundation upon which rests our mission of providing quality healthcare in a collaborative environment.

Goals

- 🤝 Assess the current health needs of our local community. We will conduct a community-wide health needs assessment.
- 🤝 Broaden residents' understanding of the value delivered to them by the District. We will establish a focused Care Coordination Program, and complete a community perception survey.
- 🤝 Re-Brand the entire Hospital District. We will implement a plan which will be visible to and recognized by the community.
- 🤝 Pursue and cultivate new relationships with other healthcare providers. We will recruit on-campus presence of other healthcare affiliated entities, and explore joint venture and partnership opportunities.

GROWTH

Growth and maturation of the organization contributes to efficiency, innovation, stability, and meeting the changing needs of the community.

Goals

- 🌱 Adopt new technologies that improve care, encourage innovation, and promote growth.
- 🌱 Increase and diversify revenue sources. We will establish new services and generate new referral sources for these services. We will grow our existing services and increase the number of referral sources.
- 🌱 Establish electronic connectivity with at least two tertiary care facilities. We will create and provide functional Health Information Exchanges. We will participate in Telehealth programs.
- 🌱 Capitalize on visibility of new hospital facility to grow services. We will develop a strategic branding and marketing plan with a consistent message for all materials, events, and activities that incorporates new services, re-branding, and community perception survey results.

