



Central Peninsula Hospital Soldotna, Alaska

June 26, 2014

Strategic Plan: 2014 – 2018

Introduction

In the spring of 2012, the Central Peninsula Hospital's Board of Directors decided to revisit Central Peninsula Hospital's current Strategic Plan: 2011-2015, known as the Stroudwater Plan. A two-day retreat was held, and the groundwork was laid for writing a new plan. The Strategic Planning Committee consisting of board members, administration, and physicians was subsequently chosen to update and revise the plan, as per board policy and the committee charter. The Strategic Plan: 2014-2018 includes the Corporation's mission, vision, and values, as well as establishing goals, strategies, and metrics for the next three to five years. Strategic Planning Assumptions were considered, and will be on file for review if necessary.

Mission, Vision & Values Statements

MISSION

We are a community-initiated and community-nurtured organization dedicated to promoting wellness and providing high quality health care that ensures the confidence and loyalty of our customers.

VISION

We will become a regional medical center focused on improving individual and community health and achieving national standards of excellence.

VALUES

INTEGRITY: We hold ourselves accountable to the highest ethical and performance standards, demonstrating honesty, professionalism and sincerity.

EXCELLENCE: We are committed to consistently improving healthcare outcomes and delivering safe, high quality services.

COMPASSION: We recognize every person as a whole human being with different needs that must be met through listening, empathizing and nurturing.

SERVICE: We are committed to providing patient centered care and exceeding the expectations of those we serve.

STEWARDSHIP: We are each responsible for wise oversight of all resources entrusted to us.

RESPECT: We will create a harmonious environment that will honor each person's dignity and reflect their worth.

5-Year GOALS

Quality

- Central Peninsula Hospital delivers exceptional healthcare through demonstrated excellence in clinical quality and safety.

Patients & Community

- Patients and the community are very satisfied with the services provided and grateful that the hospital exists.

Caregivers

- Our collaborative approach to healthcare delivery creates high caregiver satisfaction and performance.

Medical Campus

- Our medical facilities provide a patient-centered environment to support our dedication to the Mission and Vision.

Financial

- CPH is financially positioned to support our dedication to the Mission and Vision.

Strategies & Metrics

GOAL A: Quality

Central Peninsula Hospital delivers exceptional healthcare through demonstrated excellence in clinical quality and safety.

Strategies	2018 Goal Related Metrics
A-1. Recruit and Retain Excellent Caregivers	A-1. through A-3. a) Best Hospital in Alaska b) Top 10 Percentile in the United States
A-2. Improve Quality Processes	
A-3. Refine the institutional quality culture	

GOAL B: Patients & Community

Patients and the community are very satisfied with the services provided and grateful that the hospital exists.

Strategies	2018 Goal Related Metrics
B-1. Develop processes to understand and meet patient and community expectations and experiences	B-1. through B-3. a) Best Hospital in Alaska b) Top 10 Percentile in the United States
B-2. Develop a healthcare system that is meeting and exceeding patient and family expectations	
B-3. Patient Satisfaction	

Strategies & Metrics

GOAL C: Caregivers

Our collaborative approach to healthcare delivery creates high caregiver satisfaction and performance.

Strategies	2018 Goal Related Metrics
C-1. Identify and meet needs and expectations that create an efficient/effective workplace environment	C-1. Continued Annual Improvement in Employee Satisfaction Results
C-2. Develop stronger relationships with the Medical Staff	C-2. Continued Annual Improvement in Physician Satisfaction Results

GOAL D: Medical Campus

Our medical facilities provide a patient-centered environment to support our dedication to the Mission and Vision.

Strategies	2018 Goal Related Metrics
D-1. Develop Master Plan and timeline which will meet the present and future needs of the community we serve	D-1. Master Plan Adopted and Reviewed/Revised as Appropriate by the Board
D-2. Implement Planetree Philosophy in all facets of our campus	D-2. Quarterly Progress Reports Presented to the Board
D-3. Develop Clinical Information Services Integration Plan and Timeline among CPH owned facilities	D-3. Clinical Information Services Integration Plan Adopted and Reviewed/Revised as Appropriate by the Board

Strategies & Metrics

GOAL E: Financial

CPH is financially positioned to support our dedication to the Mission and Vision.

Strategies		2018 Goal Related Metrics	
E-1.	Prepare, plan, and adapt to changes in healthcare delivery systems and payment models	E-1.	a.) Develop and Implement Clinically Integrated Health System Plan and Timeline b.) Maximize Reimbursement Rates through Value Based Purchasing
E-2.	Enhance Revenue Cycle Performance	E-2.	Meet or Exceed Internal Financial Targets
E-3.	Asset growth compatible to CPGH, Inc. Mission and Vision Statement	E-3.	Maintain Plant Replacement and Expansion Fund (PREF) Account and infrastructure to ensure sustainability