

OUR MISSION

To Care. To Educate. To Discover.

OUR VISION

Heal Humanity through Science and Compassion, One Patient at a Time.

OUR VALUES

“Nursing Excellence Requires a Caring HEART.”

We Believe:

- H**ONESTY ensures truthful open exchange at all times.
- E**XCELLENCE and **E**DUICATION result in continuous discovery.
- A**DVOCACY is essential for excellent patient outcomes.
- R**ESPECT for individual differences and diversity guides our behavior.
- T**EAMWORK results in collaboration and cooperation across the continuum.



Strategic Priorities

Our People.

Employee Engagement

Goals

44% Fully Engaged

Employee Engagement
Work Environment
Wellness
Education & Workforce Dev.
Inclusion, Diversity & Health Equity



Domains

Strategies & Tactics

- Standout Check-in & Pulse Participation Rates
- IDHE Education, Awareness, & Open Forums
- Data Driven Workforce Analytics Application
- Workplace Improvement Processes & Programs
- Satisfaction & Wellness Surveys
- Educational & Certification Opportunities
- Mentorship & Succession Planning

Our Customer.

Patient & Family Experience

82.2% Composite Score

Likelihood to Recommend
Empathy & Compassion
Improved Access
Care Team Optimization
Video Visit Satisfaction



- LTR Top Box
- Caring Science Integration
- Improved Methodologies of Telehealth
- Integration of Virtual Visits
- Length of Stay Index
- Role & Scope Optimization
- ED Boarding Time & Throughput

Our Care.

Operational Optimization & Value

5 Star Vizient Ranking

Quality & Safety
Magnet Designated
Efficient & Effective Care
Patient Centered
Fiscal Responsibility
Research & Innovation
Technology



- Successful Magnet Site Visit
- EBP & Data Transparency Driving Care
- Reduction of Hospital Acquired Conditions
- HCAHPS Measures
- Improved Discharge Planning
- Increased Clinical Trials
- Leverage Technology to Improve Care Delivery