

## Critical Planning Issue

## Target State

## Where We're Going: Key Accomplishments to Meet by Year 5

### Physician Alignment

Nash UNC and its physician partners are aligned to meet community needs, drive clinical service growth, and ensure appropriate physician breadth and depth in all specialties

- Physician Engagement & Alignment
- Meet Physician Recruitment Targets set by Medical Staff Development Committee
- Physicians formally aligned as we transition to Value (ie, ACO participation)
- Physicians in Leadership positions

### Quality & Service Culture

Employees and physicians are engaged and empowered to provide outstanding care and service for patients and families

- Leapfrog A, CMS 3 Stars
- Improved Readmission rate, Mortality rate, Infection rate
- Top Quartile in HCAHPS Patient Experience scores

### Partnerships

Nash UNC increases patient loyalty by effectively partnering with the community and the UNC System

- Employees volunteering in community & hospital working to address social determinants of health
- Improved community perception & awareness of services
- Foundation to grow fund, engagement & program assistance

### Financial Sustainability

Nash UNC will enhance its financial position and be differentiated in core service lines

- 3% annual growth each year in key service lines (Orthopedics, Cardiology, General Surgery, Medical Oncology)
- 1% annual growth in ED visits, inpatient admissions & births
- Net Operating Income of \$600,000
- Maximizing efficiency of space per Master Facilities Plan