

INFRASTRUCTURE <i>Ensure Facilities, Utilities, and Support Services to Deliver Quality, Safe Care</i>	
Strategies	Measurable Outcomes
I1: Campus master plans for each hospital including clinics. Annual facility review and assessment.	\$3M CIP projects/year based on 10 Year CIP Plan. Increase patient and resident satisfaction.
I2: Create and maintain technology infrastructure to support EMR and clinical integration initiatives.	Systems work 'transparently' to ensure usability and maximize availability.
I3: Review and update existing energy audit to identify renewable energies and potential cost reductions.	Implement improvements resulting in trending incremental decreases in costs.
I4: Update/maintain Emergency Management Plan and Procedures.	Response to emergency situation(s) is calm, organized, and automatic.

QUALITY <i>Enhance our Delivery of Patient Safety and Quality Care</i>	
Strategies	Measurable Outcomes
Q1: Evolve quality and patient safety improvement programs addressing: <ul style="list-style-type: none"> • Specific process or outcome • Care coordination across settings. • Defined population. • Defined geographical area. 	Each improvement initiative has defined, measurable objective(s).
Q2: Build and maintain patient/resident and community confidence in quality of care and patient safety.	Consistently measure and improve performance with industry benchmarks, best practices, evidence based care.
Q3: Implement Updated Physician Quality Score Cards.	Meet/exceed clinical benchmarks, evidence based care, best practices, and patient satisfaction.

CEO Message on Healthcare for Kauai

"We must meet the current challenges to healthcare delivery on Kauai and work to transform it into a modern, efficient and economically sustainable system for the 21st century to fulfill our fundamental commitment to provide quality, accessible healthcare for all."

Scott E. McFarland, Kauai Region CEO

For questions and more information contact:

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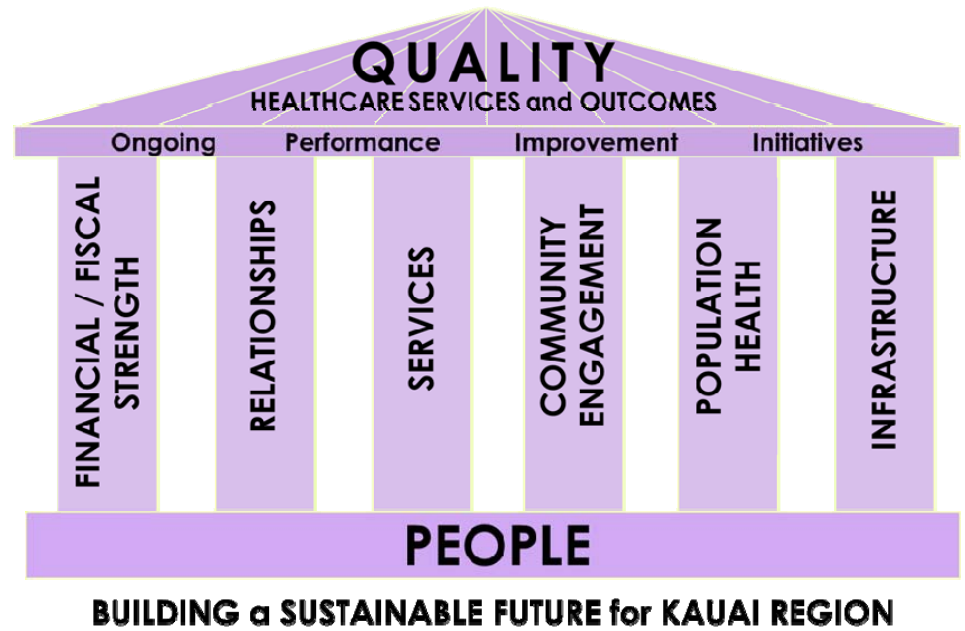
Or Call (808) 338-9422

We welcome and value your input! Email KauaiStrategyInput@hsc.org



West Kauai Medical Center • Mahelona Medical Center • West Kauai Clinics

HHSC Kauai Region • Living Strategic Plan



VISION: *Creating Extraordinary Healthcare Experiences*

MISSION: *Caring For Our Community Through Excellence in Healthcare*

VALUES:

Service Teamwork Attitude Respect Stewardship

PEOPLE

Develop a Stable and Satisfied Workforce to Serve Our Community

Strategies	Measurable Outcomes
P1: Rewards and Recognition Program.	Increase staff retention, and improve staff satisfaction levels.
P2: Invest in our people by providing training and career growth opportunities.	Increased skills gained/used - problem solving, professional, leadership, mgmt.
P3: Organization Review	Streamlined for increased effectiveness.
P4: Address Physician Supply/Call Coverage shortages.	Solution to correct shortages.
P5: Staff Retention	Reduce turnover. Improved internal promotion opportunities.
P6: Worksite Wellness	Increase staff wellness. Healthy options.

FINANCIAL / FISCAL STRENGTH

Develop Reliable Financial Sustainability and Security

Strategies	Measurable Outcomes
F1: Establish sustainable model of fiscal measures and solutions.	Stable cash management at all times.
F2: Diversify payer mix with needed	Lessen need for state subsidy
F3: Establish cost containment programs.	Optimize staffing and scheduling to meet patient safety needs and patient census.
F4: Evaluate network alignment of Clinics	Identify financial and/or quality of service

RELATIONSHIPS

Develop Strong Relationships with Stakeholders

Strategies	Measurable Outcomes
R1: Alignment and Collaboration with our Stakeholders	Identify and understand stakeholders forming working teams and partnerships.
R2: Develop communication pathways.	Effective working teams and partnerships.
R3: Reform Region's public hospital system with 501c3 status and/or partnerships to invest needed infrastructure capital, reduce costs, and increase efficiency, while protecting current employees.	Agreed upon and measurable objectives.
R4: Develop mutually beneficial partnerships with Hawaii-based healthcare providers such as Ho'ola Lahui Hawaii, VA, KMA, KMC, Queen's, HPH, Kaiser, Castle, DoH, and AMR.	Agreed upon and measurable objectives.

February 4, 2015

Quality. Compassion. Community.

SERVICES

Implement New and Expanded Services to Meet Community Needs

Strategies	Measurable Outcomes
S1: Establish evaluation program for new/expanded services assessing priority, feasibility, and requirements.	Successful and sustainable patient, resident, and community service lines.
S2: Establish specialist hubs in underserved areas.	Agreed upon, measurable objectives.
S3: Evaluate/invest in healthcare facilities and services for Kauai community.	Agreed upon, measurable objectives.
S4: Full Telemedicine strategy by 2020.	Agreed upon, measurable objectives.
S5: Implement 340B pharmacies in 2014.	Agreed upon, measurable objectives.
S6: Open Koloa/Poipu area Clinic.	Services for area and population.
S7: OB/GYN & Womens Health Plan	Develop plan, implement Services.

COMMUNITY / ENGAGEMENT

Engage our Stakeholders to See the New HHSC Kauai Region

Strategies	Measurable Outcomes
CE1: Define HHSC Kauai Region brand.	Clear, succinct expression of 'brand'.
CE2: Educate stakeholders of services and value to Kauai community and state.	Informational materials clearly defining brand, services and value.
CE3: Develop and implement marketing and community engagement program.	Defined program of activities, resources and messaging to build understanding.
CE4: Establish model of care coordination with other Kauai based providers.	Streamline 'ease of access' for patient movement between care settings.
CE5: Evaluate community healthcare needs of East/North shores.	Network alignment with other providers to satisfy community needs.
CE6: Alignment with Foundation and Auxiliaries	Regional or add SMMH Foundation. Broaden horizon, projects and visibility.

POPULATION HEALTH

Build a Healthy Kauai Community

Strategies	Measurable Outcomes
PH1: Establish patient centered medical home model island wide with providers of preventive, primary care medicine, and complementary medicine.	Develop partnerships and teams to work on Population Health initiatives.
PH2: Evaluate integration with ACO.	Develop partnerships and teams to work on Population Health initiatives.
PH3: Develop community health promotion and preventive medicine programs.	Delay and prevent chronic illnesses by defined population. (illness or geographic area).

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