

Havens Institute for Neurosciences : Administration

| Mission and Vision | Long-Term Strategic Priorities | Organization Goals | Performance Measures and Targets | Department Goals | Performance Measures and Targets | Team Member Goals | |
|---|---|---|---|--|---|--|---|
| <p>Mission Statement: Make a genuine difference for the many lives we touch by optimizing our patients' healthcare experience. Renown has four fundamentals that is key to their mission statement.</p> <p>Vision Statement: To be recognized as an innovational leader by providing comprehensive services to the community of northern Nevada and its 27 rural hospitals.</p> <p>Values:</p> <p>People A great place for great people to do great work.</p> <p>Service Anticipate customer needs and exceed expectation in a compassionate manner</p> <p>Quality Provide excellence by doing the job right the first time.</p> <p>Stewardship Maximize the use of available, finite resources to meet the current and future needs of the community.</p> | 1. Increase market share by 1% or greater | 1.1. Provide education to the contracted insurance payers on services available (Administration) (6-30-2009) | M: Quarterly T: 4 | 1.1.1. Provide group tours, deliver educational materials, and contact information (Administration) (6-30-2009) | M: Quarterly T: 4 | 1.1.1.1. Follow-up on leads received. (Emily Darcy) | |
| | | 1.2. Capture a larger geographical area from referrals (Administration) (6-30-2009) | M: Quarterly T: 4 | 1.2.1. Implement a referral program that brings in 20 new patients from outside the area monthly. (Administration) (6-30-2009) | M: # of new patients monthly. T: 20 | 1.2.1.1. Offer giftcards to area merchants to patients who refer their friends and family members. (Emily Darcy) | |
| | | 3. Establish clinical trial financial reporting system | 3.1. Develop a process with the financial department (Administration) (6-30-2009) | M: Monthly T: 12 | 3.1.1. Work with the financial department to implement process (Administration) (6-30-2009) | M: Monthly T: 12 | |
| | | | | 3.1.2. Review reports from finance for accuracy (Administration) (6-30-2009) | M: Monthly T: 12 | | |
| | | 4. Internal - Continue to develop new relationships that drive business (Product/Service Dev) | 4.1. Promote programs and services (Administration) (6-30-2009) | M: quarterly T: 4 | 4.1.1. Establish in-services and lectures to promote internally to hospital staff. (Administration) (6-30-2009) | M: Quarterly T: 4 | 4.1.1.1. Develop a schedule for new staff with Human Resources. (Paul Phillips) |
| | | | | | 4.1.2. Establish in-services to internally for promoting to hospital nursing staff. (Administration) (6-30-2009) | M: Quarterly T: 4 | 4.1.2.1. Develop schedule with the head of nursing. (Paul Phillips) |
| | | | 4.2. Offer education on new programs/services (Human Resources) (6-30-2009) | M: Quarterly T: 4 | 4.2.2. Conduct presentations to local and rural communities on services/programs available (Administration) (6-30-2009) | M: Yearly T: 1 | 4.2.2.1. Create schedule for off-site trainings. (Paul Phillips) |
| | | | | | | | 4.2.2.2. Create list of potential attendees. (Emily Darcy) |
| | | 5. External - Continue to develop programs that meet the needs of the community (Product/Service Dev) | 5.1. Telemedicine: Implement more specialties services to reach distant patients (Administration) (6-30-2009) | M: Monthly T: 12 | 5.1.1. Increase the usage from other disciplines, other than stroke (Administration) (6-30-2009) | M: Monthly T: 12 | |
| | | | | | 5.1.2. Site Visits to discuss stroke protocols (Administration) (6-30-2009) | M: Quarterly T: 4 | |
| | | 6. Technology / Innovation advancement | 6.1. Offer more efficient and economical consults to distant patients (Administration) (6-30-2009) | M: Quarterly | 6.1.1. Engage physicians to use new technology (Administration) (6-30-2009) | M: Quarterly T: 4 | 6.1.1.1. Offer training to rural doctors on new technologies available. (Paul Phillips) |
| | | 7. Operations Management | 7.1. Reduce mortality rates and achieve Health Grades "five stars" rating (Administration) (6-30-2009) | M: Quarterly T: 4 | 7.1.1. Implement stroke protocols and inservice physicians and nurses in ED (Administration) (6-30-2009) | M: Quarterly T: 4 | 7.1.1.1. Research protocols and best practices from other 5 star hospitals. (Paul Phillips) |
| | | | 7.2. Continue to refine research function (Operations) (6-30-2009) | M: Quarterly T: 4 | 7.2.2. Read the latest journals on neuro science to stay current on advancements and new ideas. (Administration) (6-30-2009) | M: % complete T: 100% | 7.2.2.1. Discuss information covered in journals at monthly departmental meetings. (Paul Phillips) |
| | | 8. Marketing management | 8.1. Develop marketing plan to present new brand. (Administration) (6-30-2009) | M: % complete T: 100% | 8.1.2. Develop media campaign to present new brand through TV, newspaper, magazines, and billboards. (Administration) (6-30-2009) | M: % complete T: 100% | 8.1.2.1. Have a Press Day to allow the media to tour the facilities and hear about the new programs and services. (Emily Darcy) |
| | | | | 8.1.3. Establish schedule for regular press releases. (Administration) (8-20-2008) | M: % complete T: 100% | 8.1.3.1. Use human interest stories and interesting educational facts for the press releases. (Emily Darcy) | |
| | 9. Increase the level of team cohesiveness by implementing one new program per year (Product/Service Dev) | 9.2. Establish project/program objectives with defined roles and responsibilities (Human Resources) (6-30-2009) | M: Quarterly T: 4 | 9.2.1. Stroke Program: Discuss new updates, objectives, and task associated to program (Administration) (6-30-2009) | M: Weekly T: 50 | | |
| | 10. Increase and continue professional development | 10.2. Continue to roundtable discussions with physician (Administration) (6-30-2009) | M: # of annual roundtables held T: 4 | 10.2.1. Present ideas from roundtable discussions at departmental meetings. (Administration) (6-30-2009) | M: % complete T: 100% | | |