

St. Elizabeth Healthcare – Nursing/Patient Care Services Strategic Plan 2019-2021

Vision: St. Elizabeth will lead Northern Kentucky to become one of the healthiest communities in America.		
Professional Practice Model = Dynamic Caring Model: Nurse/Patient/Family Relationship – Evidence Based Practice Based Practice – Innovation – Collaboration		
Magnet Model: Transformational Leadership – Structural Empowerment – Exemplary Professional Practice – New Knowledge, Innovation, & Improvements – Empirical Outcomes		
Strategy	Strategy Goals	Measures of Success
Highest Quality Care in the Region Provide top of the line services and be recognized as a leader in quality. SEH is a highly reliable organization for quality & safety.	Implement evidence-based practices	Implement at least 2 EBP
	Achieve clinical program advancement/innovations	Implement at least 2 innovations or evidence of program advancement.
	Facilitate collaboration between medical staff with clinical leadership	Evidence of at least 2 new or improved methods of collaboration with medical staff.
	Achieve 10 th percentile for NDNQI Nurse Sensitive Indicators for Inpatient and Ambulatory Units/Departments	Meet or exceed yearly identified goal: Falls/falls with injury, C.diff, CAUTI, CLABSI , HAPI
	Balance service & cost to optimize outcomes	Evidence of at least 2 initiatives that demonstrate the goal.
	Leverage technology and innovations to improve efficiencies & quality	Evaluate and implement two technological advancements
	Support growth of programs/service lines	Evidence of at least 2 changes that support the growth of programs or service lines.
	Pursue Centers of Excellence/Specialty Certifications/Specialty Accreditation	Achieve two Centers of Excellence, specialty certification or specialty accreditations
Leading Patient Experience Deliver the highest rated experience of any health system in the region.	Evaluate and implement functionality of MyChart use	Evaluate and implement at least one strategy to optimize usage of MyChart
	Integrate patient experience best practices	Meet or exceed yearly identified goal for hourly rounding, bedside report, and leader rounding
		Meet or exceed yearly identified goal for HCAHPS and PRC overall rating scores for Emergency Department, Inpatient, and Ambulatory
	Leverage technology to improve patient experience culture	Evaluate and implement at least 1 innovative technological strategy to improve the patient experience.
	Engage the voice of the patient in enhancing the patient experience culture	Create forums to enhance the voice of the patient
	Participate with Facilities Management to improve aesthetics, space & access	Evidence of nursing participation in all master facility planning and facility meetings that involve patient care areas.
Best Place for Staff to Work Be viewed by staff as the best place to work.	Improve associate engagement	Achieve internal benchmark for Nurse Engagement Scores
		Meet or exceed internal benchmark for nurse turnover rate
	Recognize associate accomplishments	Utilize employee recognition software (<i>Our People. Our Pride.</i>) to recognize associates
		Implement two strategies to recognize associates
	Increase opportunities for professional development	Provide educational cohorts to improve RN to BSN or higher degrees
		Increase BSN and higher degree for clinical nurses
		Evidence of progression to BSN 80% by 2020
		Increase Clinical Ladder participation for clinical nurses
		Implement Clinical ladder program for non-clinical nurses (ie. Educators)
		Achieve/Maintain certification rate for nursing leadership of ≥51%
		Increase certification rate by 1% annually
		Evidence of Target Health activities communicated to nursing associates.
	Promote associate wellness	Add programs to support health and wellness of associates
	Utilize external labor benchmark to support staffing decision making	Demonstrate use of external labor benchmark to support staffing decision making
	Improve associate perception of safety	Implement strategies to ensure a safe environment for associates
Best Community Partner Serve the community by leading and convening a health and wellness ecosystem.	Implement strategies to improve high priority needs identified in the Community Health Needs Assessment	Initiate programs to support smoking cessation, and address substance abuse, obesity, cancer, and heart disease in the community
	Engage SEH & the community to improve health & wellness	Evidence of associate participation in community activities
	Create an environment where our associates feel empowered to participate in community activities	Leadership participates in community volunteering for a minimum of 10 hours per year.
	Establish community partnerships to support quality care, patient experience, and associate engagement	Evidence of community partnerships
Mission: As a Catholic healthcare ministry, we provide comprehensive and compassionate care that improves the health of the people we serve.		

