

# PSMC will be the provider of choice in the region.

## Patients will choose PSMC for our:

- Exceptional patient and customer service
- Experienced physicians, other providers and staff
- Timely, efficient patient care
- Community partnerships

### QUALITY & PATIENT SAFETY

Strategy: Improve patient outcomes.

**Tactic:** Focus on preventative care and wellness, management of chronic disease, and community health.

**Tactic:** Integrate care teams to address patient's medical, social, behavioral health needs.

**Tactic:** Maximize our participation in state and federal healthcare quality programs.

**Tactic:** Continue to foster relationships with outside providers.

### CULTURE & TALENT

Strategy: Create an inclusive culture for patients and staff.

**Tactic:** Train staff in service excellence.

**Tactic:** Focus on positive employee experience; create opportunities for autonomy or advancement; update the employee compensation plan; attract/retain the right staff.

### STRATEGIC GROWTH

Strategy: Achieve the right service offerings to meet the needs of our region.

**Tactic:** Obtain updated market data and assess new or existing service lines for growth and/or efficiency opportunities.

**Tactic:** Increase the efficiency & effectiveness in delivery of care; reduce avoidable hospital use.

**Tactic:** Increase the use of technology to enhance patient care and communication.

**Tactic:** Increase access to care for area businesses and their staff.

**Tactic:** Implement cost-management opportunities.

### FINANCIAL SUSTAINABILITY

Strategy: Accelerate PSMC's financial sustainability.

**Tactic:** Achieve budgeted net income annually.

**Tactic:** Refinance 2006 bonds for lower interest rate and reduced expense.

**Tactic:** Develop a long-range capital improvement plan.

**Tactic:** Evaluate whether to pursue increased property tax funding via increased mill levy.

### COMMUNITY RELATIONSHIPS

Strategy: Strengthen PSMC's value in the community.

**Tactic:** Enhance coordination of emergency preparedness with applicable governmental entities.

**Tactic:** Improve public information program about PSMC.

**Tactic:** Continue community engagement.

**Tactic:** Evaluate workforce housing opportunities for PSMC and as community partnership.