

# STRATEGIC PLAN 2024-2028

**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
- Access to superior technology
- Timely, efficient patient care
- Competitive pricing
- Community partnerships

## QUALITY & PATIENT SAFETY

**Strategy: Improve patient outcomes.**

- Tactic:** Hire a clinic education coordination and develop staff education.
- Tactic:** Implement daily department huddles and Quality dashboards.
- Tactic:** Implement software/tools to create patient independence in scheduling and registration.
- Tactic:** Continue medical care coordination to reduce avoidable readmissions.
- Tactic:** Continue to participate and receive positive metrics in HTP and HQIP.

## CULTURE & TALENT

**Strategy: Create an inclusive culture for patients and staff.**

- Tactic:** Develop an employee recognition and service awards program.
- Tactic:** Expand management rounding for process improvement.
- Tactic:** Continue to reevaluate the pay scale and pay practices to improve competitiveness.
- Tactic:** Complete projects to expand security and safety of the workplace environment.
- Tactic:** Complete projects to evaluate and expand education opportunities.

## STRATEGIC GROWTH

**Strategy: Achieve the correct sustainable service offerings to meet the needs of our region.**

- Tactic:** Complete the renovation of the Medical Wellness Building.
- Tactic:** Operationalize physical therapy in the Medical Wellness Building.
- Tactic:** Assess and develop plan for scope of wellness services and operationalize.
- Tactic:** Assess the capacity of all available facility spaces for growth; remodel if needed.
- Tactic:** Evaluation steps to be a destination site for orthopedics and sports medicine.
- Tactic:** Assess new and existing services for need, demand, and viability.

## FINANCIAL SUSTAINABILITY

**Strategy: Accelerate PSMC's financial sustainability.**

- Tactic:** Evaluate facility energy performance and implement improvements for energy savings.
- Tactic:** Construct the oxygen generation building.
- Tactic:** Conduct an election to extend approvals to opt out of TABOR ("debrucing").
- Tactic:** Evaluate whether to pursue voter approval to increase mill levy property tax revenue.
- Tactic:** Achieve budgeted net income annually.

## COMMUNITY RELATIONSHIPS

**Strategy: Strengthen PSMC's value in the community.**

- Tactic:** Hold mock disaster/emergency event table-top events annually.
- Tactic:** Conduct community education programs and present to community groups/governments.
- Tactic:** Increase exposure via a sign on Highway 160 /Pagosa Blvd; issue community reports.
- Tactic:** Continue to collaborate with community employers for more affordable healthcare.