 WHERE WE’RE GOING TODAY

• 2017 recap
• Leadership
• Our strategic plan
• Volume-to-value
• Tiger Institute for Health Innovation
• Growth strategies
2017 Recap
2017 RECAP – FACILITY EXPANSIONS

E.D. EXPANSION CONSTRUCTION

MOI PHASE 2 COMPLETION

PCCLC OPENING

ASHLAND FAMILY MEDICINE
2017 RECAP – DISCUSSIONS WITH BOONE

• Expand ACCESS to primary, specialty care
• Bring more JOBS to Columbia
• Keep hospital decision-making LOCAL
• Create more EFFICIENCIES, avoid duplication
• TRAIN more doctors, nurses, health professionals
Leadership
Our Strategic Plan
STRATEGIC PLAN

MISSION

To advance the health of all people, especially Missourians. Through exceptional clinical service, University of Missouri Health Care supports the education and research missions of the University of Missouri.

VISION

Through discovery and innovation, University of Missouri Health Care will be the model health care provider for exemplary patient- and family-centered care.

STRATEGIC FOCUS AREAS

- STRATEGIC INVESTMENT
- DELIVERY MODEL & PATIENT EXPERIENCE
- LEADERSHIP & TALENT
- HIGH VALUE SYSTEM OF CARE
- QUALITY & INNOVATION
- ORGANIZATIONAL SUSTAINABILITY
STRATEGIC PLAN

STRATEGIC INVESTMENT
• Clinical areas of focus – CV, oncology and primary care
• Brand/image/reputation

DELIVERY MODEL AND PATIENT EXPERIENCE
• Culture of YES evolution
• Post-acute strategy

LEADERSHIP AND TALENT
• Leadership development
• Innovative solutions to address national areas of shortage/hard-to-fill

HIGH VALUE SYSTEM OF CARE
• Partnerships – HNM, MPact, physician practices
• Private Label

QUALITY AND INNOVATION
• PDSAs
• IT – Infrastructure, registries, patient and provider portals

ORGANIZATIONAL SUSTAINABILITY
• Revenue cycle conversion
• Master Facilities Plan
STRATEGIC PLAN

• Expansion of the **Custom Network**
  – Self-insured mid/large organizations
  – Clinical integration activities continue

• **Statewide** resource
  – Health Network of Missouri and MPact
  – Tiger Institute and ability to go at-risk for care
  – Capital Region Medical Center

• Growth of **select service lines**
  – Cardiovascular service line
  – Ellis Fischel Cancer Center
  – Primary care services
Volume-to-Value
MISSOURI Custom

A collaborative care plan
Growth Strategies
MU Health Care continues to invest in inpatient beds
GROWTH STRATEGIES

Bedside nursing recruitment

108 Full-time experienced RNs
207 2017 new graduate nurses
116 2 talent scouts

315 New nurses in CY 2017 to date
292 New nurses in FY 2017
GROWTH STRATEGIES

Recruitment, retention of hard-to-fill positions

Referral rewards: 21
Retention rewards: 218
RN weekend program: 272
Pay adjustments for market competitiveness: 1,566

Student loan payments: 136
Refresher courses: 2
Relocation assistances: 93
GROWTH STRATEGIES

Recruitment, retention of hard-to-fill positions

Still hard-to-fill: 5
- CMA/LPN-Clinics
- Medicine-UH-RN
- Mental Health Tech
- MRI-Radiology-Specialty Technicians
- Psychiatry-RN

Still hard-to-fill, but improved: 5
- CTA-Clinical
- Labs
- Neurosciences ICU-UH-RN
- Registration-UH
- UH/ MOI Ortho-RN

No longer hard-to-fill: 13
- Cardiology-Cath Lab-UH
- Cardiology-Unit-UH-RN
- CICU-UH-RN
- Dining & Nutrition Services
- Genetic Counselor
- Housekeeping-UH
- Neurodiagnostic Techs
- Neurosciences-UH-RN
- Observation-UH-RN
- Oncology-UH-RN
- Radiology-Specialty Technicians
- Respiratory Therapist
- Surgical Technician

Strategies
- Student loan payments
- Retention rewards
- Weekend pay increases
- Nurse refreshers
- Relocation assistance