

# 2010 Mark Reed Health Care District Strategic Plan and Focus

In the fall of 2009 the Board of Commissioners, along with the district's Administration, medical staff and Community Advisory Committee (CAC) developed a plan which was to act as the strategic roadmap for the hospital district in 2010. This strategic plan was broken down into five areas of focus or "buckets" to help outline the work ahead for making necessary changes and improvements to the Hospital District. Our Quality program is an invisible bucket that encompasses all five areas of focus.

This page will be updated monthly with administrative progress reports and community development updates. Individuals who have questions or want more information on the progress listed here June attend both the CAC meetings and the Board of Commissioner meetings. Details on both monthly meetings are listed on the website as well.

*The "bucket list" is a list of accomplishments for 2010 organized by area of focus and then listed by the month of completion or month in which a milestone was reached in the project.*



## **Bucket #1 - COMMUNITY**



## **Bucket # 2- ORGANIZATIONAL DEVELOPMENT**



## **Bucket #3 – FACILITY**



## **Bucket #4 - CORE PROCESSES & SERVICES**



## **Bucket #5 - FINANCE**



### **Bucket #1 - COMMUNITY**

#### **July:**

- Received approximately 35 letters of recommendation from community members and leaders for the USDA application including the Washington State Secretary of Health, a state representative and two US Senators, in addition to local leaders in Grays Harbor County and FD5.
- Deployed a community Town Hall meeting on Wednesday, July 7<sup>th</sup> to discuss the new hospital project and USDA application.
- Held repeat presentation of Town Hall meeting at the McCleary city council meeting on July 8<sup>th</sup>.
- Mark Reed participated in the parade at the Bear Festival and the car show that was sponsored in part by the McCleary Chamber of Commerce.
- The Foundation hosted the festival's fun run race.
- Finished 2<sup>nd</sup> community mailer and is set to go out in the East County News in August.
- Video camera purchased for safety program but is also available to film and broadcast board meetings if the commissioners decide to do that.



### **Bucket # 2- ORGANIZATIONAL DEVELOPMENT**

#### **July:**

- Held two all-staff meetings to discuss the USDA application, new hospital project and any other issues raised by staff members.
- Continuing to host externships and job shadow students this month in the clinic, hospital, and business office.
- Health Fair booths are 2/3 full; progressing very well for October deadline.
- New medical director started this month. New CNO scheduled to begin on July 26<sup>th</sup>.
- Permanent full-time IT staff member hired to support ongoing needs.
- CPR class held for staff members.
- Entire m-team attended Disney seminar on customer service in Lynnwood.
- No weapons on campus stickers ordered for all entry doors.
- 2<sup>nd</sup> Annual employee picnic occurred on 7/17/10.

### **Bucket #3 - FACILITY**



#### **July:**

- New parking spaces created and parking lot repainted this month.
- Invitation for Lyon's club to repaint helipad accepted and to be scheduled.
- Sign ordered for Main Entrance. Will be installed week of 7/21.

- Carved Business Office sign ordered for Maple Street property.
- USDA application was signed and submitted for facility replacement project.



#### **Bucket #4 – CORE PROCESSES & SERVICES**

##### **July:**

- Heart monitor equipment ordered. Training on ultrasound continues.
- Developed a marketing strategy for increasing the awareness and approachability of the patient accounts position to encourage people to seek assistance with their bills and utilize Community Care program.
- Obtained Diabetes and nutrition materials in Spanish to help disperse information to Hispanic population.
- Clinic and business office managers and ARNP to attend e-MD training at end of July.



#### **Bucket #5 - FINANCE**

##### **July:**

- Financial feasibility study completed and assimilated to board members and community via town hall meetings.
- Departmental budgets due July 15<sup>th</sup> to keep organization on track for timely budgeting period for 2011.
- Evaluating new finance FTE position to assist with workload.