

90-Day Plan

Name:	Leader:	Department:	Division:	Year:
Connerton, Debra	Williams, Damita	441120-Emergency Department	Clarian North	2009

Pillar	Yearly Goal			
Quality & Safety	To achieve Door-to-EKG for Acute Myocardial Infarctions under 10 minutes on 90% of cases as measured by quarterly AMI report			
	90-Day Goal	Action Steps	Manage Up	Results
	Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results
	To achieve the door-to-EKG time per industry standards.	Maintain established protocols.	1	Achieved goal.

Pillar	Yearly Goal			
Quality & Safety	<p style="font-size: small; margin: 0;">V[Á^&^æ^Á ä æ^ áÁ]^&á ^}•Á Á@Á [^ }Á -Áí Á^ Á^æÁ Á^æ^ áÁ^ Á &á^}Á^ á *Á^•c{ È Ö^ ^} dÁÉÉ ÁæáÁí</p> <p style="font-size: small; margin: 0;">T ä æ^ áÁ]^&á ^}•Á Á [á & á^ÁUÔ& áæá }Ác] áæá }•È</p> <p style="font-size: small; margin: 0;">Ü^• dK €Á ÁÉ Á@^ÁR </p>			
	90-Day Goal	Action Steps	Manage Up	Results
	Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results
	To re-educate staff on policies, procedures and expectations.	Staff meeting with inservice in August 09 regarding correct patient identification, labeling lab specimens at bedside to impact error of mislabeled specimens.	1	Meeting held, staff voiced understanding of principle and expected behaviors

Pillar	Yearly Goal			
People	To decrease ED associate turnover attributed to associates with less than one year of service to the amount of 25% or less as measured by Human Resources annual audit metrics.			
	90-Day Goal	Action Steps	Manage Up	Results
	Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results
	To initiate behavior-based interviewing and 30, 90 day meetings.	<ul style="list-style-type: none"> Implement behavior-based interviewing techniques for all new hires. Conduct 30-day and 90-day check-in meetings for all new hires. 	F	<ul style="list-style-type: none"> Behavior-based interviewing implemented for all new hires. 30-day and 90-day check-in meetings completed for all new hires.

Pillar	Yearly Goal			
Growth & Finance	To achieve YTD productivity to the amount of 95% as measured by kronos productivity system-6 week trend report. Current YTD Score XX% Input YTD score each quarter			
	90-Day Goal	Action Steps	Manage Up	Results
	Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results
	To decrease overtime and fill vacant positions.	Multiple posted positions hired; staff education (charge nurses) on productivity and utilization of overtime	2	Steps completed, work in progress to reduce OT, majority of positions filled

Pillar	Yearly Goal
Service	<p>V[Á&@ç^Á ÜÔÚ& Á ÁÜ~ ÁY [~ áÁY[~Ü^& { { ^} áÁÁ Á@Á& [~} Á-ÁHÁ^!& } Á[•áá^Á& ^Á Á ^æ~ ^áÁ^ ÁÜÔÚ& Á Á~ æç Á^] [!•È</p> <p>Ô~!!^} Á~ Á~ æç Á& ^MÁ</p> <p>T[] á Á [] çÉçæ æ^Á} áÁ-Á~ æç Áæææ</p> <p>Ü^•~ çK</p> <p>çÁ Á æÁ@~ ÁR </p>

90-Day Goal	Action Steps	Manage Up	Results
Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results
Increase staff awareness of NRC Picker tool and results.	<p>FÉÖ^* á Áæ-Á á~ &æ } !^* æáá* Á& Á Áææá Áæ- { ^^ç*•È</p> <p>GÁÜ[•ç& ^•Á} Á} áÈ</p>	<p>F</p> <p>F</p>	Education complete.

Pillar	Yearly Goal
Service	<p>V[Á&@ç^Á ÜÔÚ& Á ÁÜ~ ÁY [~ áÁY[~Ü^& { { ^} áÁÁ Á@Á& [~} Á-ÁÈ Á^!& } Á[•áá^Á& ^Á Áæ~ ^áÁ^ ÁÜÔÚ& Á Á~ æç Á^] [!•È</p> <p>Ô~!!^} Á~ Á~ æç Á& ^MÁ</p> <p>T[] á Á [] çÉçæ æ^Á} áÁ-Á~ æç Áæææ</p> <p>Ü^~~ çK</p> <p>çÁ Á æÁ@~ ÁR </p>

90-Day Goal	Action Steps	Manage Up	Results
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