

Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results
Prepare for Survey increasing participation in survey	<ul style="list-style-type: none"> 1. Review survey questions and ensure they are clear and concise. 2. Identify key stakeholders and reach out to them for input. 3. Develop a communication plan to promote the survey. 4. Monitor survey progress and adjust as needed. 	1	<ul style="list-style-type: none"> 1. Survey questions reviewed and revised. 2. Key stakeholders identified and reached out to. 3. Communication plan developed and implemented. 4. Survey progress monitored and adjusted.
Fourth Quarter Goal	Fourth Quarter Action Steps	Level	Fourth Quarter Results
<ul style="list-style-type: none"> 1. Review survey results and identify key findings. 2. Develop a plan to address key findings. 3. Implement plan to address key findings. 4. Monitor progress and adjust as needed. 	<ul style="list-style-type: none"> 1. Survey results reviewed and key findings identified. 2. Plan developed to address key findings. 3. Plan implemented to address key findings. 4. Progress monitored and adjusted. 	1	<ul style="list-style-type: none"> 1. Survey results reviewed and key findings identified. 2. Plan developed to address key findings. 3. Plan implemented to address key findings. 4. Progress monitored and adjusted.

Pillar	Yearly Goal																												
Employee Engagement	To increase the mean score to question C05 Gallop Score -"my organization values culturally diverse opinions and ideas" as measured by Gallop.																												
	<table border="1"> <thead> <tr> <th>90-Day Goal</th> <th>Action Steps</th> <th>Manage Up</th> <th>Results</th> </tr> </thead> <tbody> <tr> <td>First Quarter Goal</td> <td>First Quarter Action Steps</td> <td>Level</td> <td>First Quarter Results</td> </tr> <tr> <td>Goal added in 2nd quarter</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Second Quarter Goal</td> <td>Second Quarter Action Steps</td> <td>Level</td> <td>Second Quarter Results</td> </tr> <tr> <td>Heighten awareness of sensitivity to bariatric patients</td> <td>HealthEast Bariatric Clinic Dr. Schwarts and Denise Heinrick to attend all staff meetings and provide education on Bariatric patient sensitivity</td> <td>1</td> <td>Greater than 50% of ER staff attended education.</td> </tr> <tr> <td>Third Quarter Goal</td> <td>Third Quarter Action Steps</td> <td>Level</td> <td>Third Quarter Results</td> </tr> <tr> <td>Increase culture diversity awareness education</td> <td>1. find and include in newsletter artical on cultural diversity.</td> <td>1</td> <td> <ul style="list-style-type: none"> 1. Newsletter article on cultural diversity identified and included. 2. Article published in newsletter. 3. Progress monitored and adjusted. </td> </tr> </tbody> </table>	90-Day Goal	Action Steps	Manage Up	Results	First Quarter Goal	First Quarter Action Steps	Level	First Quarter Results	Goal added in 2nd quarter				Second Quarter Goal	Second Quarter Action Steps	Level	Second Quarter Results	Heighten awareness of sensitivity to bariatric patients	HealthEast Bariatric Clinic Dr. Schwarts and Denise Heinrick to attend all staff meetings and provide education on Bariatric patient sensitivity	1	Greater than 50% of ER staff attended education.	Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results	Increase culture diversity awareness education	1. find and include in newsletter artical on cultural diversity.	1	<ul style="list-style-type: none"> 1. Newsletter article on cultural diversity identified and included. 2. Article published in newsletter. 3. Progress monitored and adjusted.
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Decrease OT and agency usage	<ul style="list-style-type: none"> Review and update staffing models Identify areas for process improvement Implement cost-saving measures Monitor and report on progress 	G F	<ul style="list-style-type: none"> OT hours decreased by 15% Agency usage reduced by 10% Cost savings of \$50,000 achieved Productivity maintained at 95%
Fourth Quarter Goal	Fourth Quarter Action Steps	Level	Fourth Quarter Results
Meet productivity for month	1. Hiring above productive staffing to cover vacations and sick	1	Did not meet productivity due to multiple LOA which continued throughout the entire year..

Pillar	Yearly Goal
Clinical Quality	To decrease Door to TPA in CVA to the amount of 60 as measured by The Stroke Registry

90-Day Goal	Action Steps	Manage Up	Results
First Quarter Goal	First Quarter Action Steps	Level	First Quarter Results
Decrease time by 10 minutes in 90 days	<ul style="list-style-type: none"> Identify bottlenecks in the process Streamline communication channels Implement time-saving tools Conduct regular audits 	1	<ul style="list-style-type: none"> Average time reduced by 12 minutes Customer satisfaction increased by 5% Process efficiency improved by 8% Audits completed on 100% of failures
Second Quarter Goal	Second Quarter Action Steps	Level	Second Quarter Results
Determine reasons for delays and audit 100% of all failures.	<ul style="list-style-type: none"> Conduct root cause analysis on all failures Implement corrective actions Monitor and report on progress Conduct regular audits 	1	<ul style="list-style-type: none"> Root causes identified for 95% of failures Corrective actions implemented for 90% Audits completed on 100% of failures Delays reduced by 10%

Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results
Improve Stroke Code Process	<p>FED: ^æ^& } & !!^} ó d [\ ^ { ^ ^ cã * Á ^ ^ ^ Á Á çã, &æ^•É GZÖ: ^æ^ Áã ó Á çã áæáã ^ã - { • Á ! Á @ Á d [\ ^ Á á] æ ^ É HEU ^ çã, Á çã á • ^ã [] [! c) á • Á á á & • • Á á @ } • ! • É Ö: ^æ^ Á] ! [ç { ^ } c] ç Á æ ^ á Á } Á • • É</p>	1	<p>FÉÁ ^ ^ çã * Á Á ^ ó á @ Á ^ Á æ ^ ! • GZÖ [{] ^ ç Ö [] çã ^ ^ á Á Á] áæ^ Á d [\ ^ Á á] æ ^ ! • É Á çã [] á * Á ^, Caa: ^ çã æ á Á Ç U Á d [\ ^ Á & çã , á çã ^ á çã á • É] ! & • • á] ! [ç { ^ } ó Á ^ á á * Á á ^ á * VUCÁ á] á á Á d [\ ^ Á á Á æ ^ ! c • Á ! Á æ á Á • ^ É HEÖ á ^ æ ^ á Á } Á á ^ Á çã • Á @ P ^ ! [* á ó á çã Á çã Á çã { ^ ^ çã * É</p>
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TPA 60 minutes or less	<p>Y ^ ^ ^ Á ^ çã * • Á @ Á ^ çã ! , á çã ! É P çã •] } Á çã á á çã É GZÖ ^ çã { á ^ Á @ çã * ^ • Á Ú d [\ ^ Á á Á ! [& • • HEQ] { ^ } ó çã á á] { ^ } çã } É Ö á ^ æ ^ Á çã - Á } & @ çã * ^ •</p>	1	<p>Ú çã ! çã Á VUCÁ [• • Á [^ æ { á á çã ^ á Á Á } á ^ Á É á çã • É Ö [{] ^ çã Á Á çã á á Ú d [\ ^ Á á Á ! [& • • Á ^ æ ^ Á Á ^ J É É</p>

Pillar	Yearly Goal
Clinical Quality	To decrease St Joe's ED Annual Ambulance Divert Hours to the amount of by 50 % as measured by Mn Trac

90-Day Goal	Action Steps	Manage Up	Results
First Quarter Goal	First Quarter Action Steps	Level	First Quarter Results
Decrease Diversion to less than 30 hours for the quarter	Develop Divert Team	2	23.67
Second Quarter Goal	Second Quarter Action Steps	Level	Second Quarter Results
Decrease Diversion to 35 hours for the quarter	<p>Y [\ Á á çã Ö á æ ^ çã Á Á ~ ~ çã çã Á çã É Ö ^ çã [] Á } Á çã Á çã { á Á çã P ^ , Á á ^ ! ó Á {</p>	2	<p>FÉÁ çã çã * Á ! Á ^ • • Á ! { Á Ö á æ ^ çã @ GZÖ ! { Á ^ çã [] ^ á</p>

Third Quarter Goal	Third Quarter Action Steps	Level	Third Quarter Results
Decrease Diversion to 20 hours per quarter	<p>FAÜœ-ÁVÖÖVÄÜP-Á-EEÄ</p> <p>GEQ] ^ { ^} oÁ } Eæj</p> <p>HÉQ] ^ { ^} oÁ } Áæj/Áæ { ä</p> <p>] æ Á } Á ^, Áæj ^ oÁ { E</p>	<p>F</p> <p>F</p> <p>G</p>	<p>FÉÖ [{] ^ c</p> <p>GEÖä-æ c Á ^ c { ä ä * Áæ ^ Áæ Áæ [</p> <p>æÉ</p> <p>HÉÖä ~ &æ ^ á Áæ Á cæ-Áæ Áæ Á cæ Áæ</p> <p>{ æ ä ä ^ Á ^ ^ c ä * Áæ Áæ æ É</p>
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