

90 Day Plan

Name: Mary Armata		Leader: Wilma Hart-Flynn		Department: Patient Care Services		Division:		Year Ending: 2010	
Pillar	Yearly Goal	90 Day Goal	Action Steps	Manage Up		Results			
Quality		First Quarter Goal	First Quarter Action Steps			First Quarter Results			
15 %	Increase and maintain patient satisfaction at the 65th percentile regarding speed of discharge as measured by Press Ganey	Same as yearly	Modify Discharge Tool to Discharge Checklist for staff to check off and initial OB specific survey tool now in use -- monitor trends Hourly rounding of patients by staff to keep patients informed of discharge process						
Service		First Quarter Goal	First Quarter Action Steps			First Quarter Results			
25 %	Attain and maintain patient satisfaction score of 90% as measured by Press Ganey	Same as yearly	Re-educate staff on AIDET and hourly rounding to hardwire these behaviors Re-educate and reinforce Standards of Behavior through use of message boards and "Standard of the Month" activities Share copy of survey with staff so they are aware of what patients are being asked to evaluate Have staff fill out their own Press Ganey and HCAHPS surveys so they can evaluate themselves						
People		First Quarter Goal	First Quarter Action Steps			First Quarter Results			
15 %	Employee turnover (minus terminations) at < 12% by fiscal year end as measured by HR	Same as yearly	Use of WOWs to recognize and reward positive behavior Daisy Award and Clinical Ladder motivators 30/90 Day Evaluations Weekly rounding of staff Devise and implement a standardized orientation process for OB Develop and implement an Orientation Evaluation Tool specific to OB						

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Pillar	Yearly Goal	90 Day Goal	Action Steps	Manage Up	Results				
Finance		First Quarter Goal	First Quarter Action Steps		First Quarter Results				
20 %	Maintain department expenses at budgeted level as measured by fiscal	Same as yearly	Study budget trends Monitor use of staff overtime						
Growth		First Quarter Goal	First Quarter Action Steps		First Quarter Results				
25 %	Increase OB deliveries by 38 from fiscal year 2009	Same as yearly	Maintain provider and patient satisfaction "Golden Hour" recently introduced -- monitor patient and staff satisfaction Plan OB "Open House" in Spring 2010-- form a committee Develop a new brochure for OB to be distributed in providers' offices --form a committee Work on updating Childbirth Class with presenters Mindy Berg and Tess Frieberg						