

OKANOGAN COUNTY PUBLIC
HOSPITAL DISTRICT #3,
dba MID VALLEY HOSPITAL

2018 STRATEGIC PLAN



Executive Summary

- ▶ Mid Valley Health System, although not our official name, aptly describes who we are as an integrated organization consisting of a hospital and clinic focusing on a patient centric model. Unfortunately, we do not operate as an integrated model as departments are cyclone within themselves. This strategic plan is designed to bring unity to all the integral parts to form a health care system that intertwines each department. This will be accomplished by examining the ways health care is delivered by Mid Valley with focus on: Revenue, Expenses, Program Development, and synergies with other health care providers as we will examine the Strengths, Weaknesses, Opportunities for Improvement, and Threats posed within our healthcare environment.

New Mission and Vision

- ▶ Mission:
 - ▶ Redefining exceptional service through compassionate care to our neighbors
- ▶ Vision:
 - ▶ To be the provider of choice in Okanogan County by delivering excellent patient centered care while maintaining financial accountability
- ▶ Values:

New Values

- ▶ Viability
- ▶ Accountability
- ▶ Leading the way
- ▶ Unity
- ▶ Equal respect for all
- ▶ Solution oriented

Strengths

- ▶ The hospital remains current with equipment
- ▶ Dedicated Long Term Employees
- ▶ Educational opportunities for staff
- ▶ Community safety net
- ▶ Variety of services through medical specialists support such as OB/GYN
- ▶ Competitive employee wages and benefits
- ▶ Physician staffing

Weaknesses

- ▶ Aging physical plant
- ▶ Organic staffing/ reliance on agency staffing
- ▶ Aging equipment
- ▶ Employee moral
- ▶ Community support
- ▶ Financial viability
- ▶ Community engagement
- ▶ Aging and non-integrated EHR
- ▶ Economic growth

Opportunities

- ▶ Enhancing medical staff through telemedicine
- ▶ Synergies with other healthcare providers
- ▶ Enhancing service lines through active marketing
- ▶ Grant opportunities from various governmental agencies
- ▶ Community engagement
- ▶ Population health management
- ▶ Organizational culture change

Threats

- ▶ Increased governmental regulations impacting the hospital financially
- ▶ Shrinking reimbursement and uncertainty with the new healthcare landscape
- ▶ Competition from healthcare providers
- ▶ Insurance restrictions
- ▶ Loss of business
- ▶ Unfavorable changes in payor mix

Competitive Analysis: *What do they have and we don't*

- ▶ Three Rivers Hospital
- ▶ North Valley Hospital
- ▶ Confluence Health



Internal Plan

- ▶ Recruiting and Retention
- ▶ Reducing Accounts Receivable Days
- ▶ EMR
- ▶ Cost Controls (non-staff)
- ▶ Generating New Revenue
- ▶ Telemedicine
- ▶ Employee Engagement
- ▶ Population Health
- ▶ ACO/ACH/WRHAP
- ▶ Reducing Provider and Staff Locum Coverage



External Plan

- ▶ Synergies with other healthcare providers
- ▶ Other medical specialists
- ▶ Community engagement program
- ▶ Development of Patient & Family Advisory Council