GEISINGER Health System NURSING SYSTEM STRATEGIC PLAN: 2017 -2020

Purpose/Mission: Everything nursing does is about caring- for our patients, members, ourselves, our teams and our communities.

Vision: Driven by compassion and caring, Nursing leads best-in-class results in all areas of the organizations through innovation, learning and ongoing process improvement.

Values: Compassion & Caring; Integrity & Respect; Collaboration & Teamwork

Strategic Priorities: Patient and Member Experience; Geisinger Family; Markets; and Financial health.

Goal #1: Patient and Member Experience
Excellence – every person, every time

Objectives:
• Patient Experience Bundle competence; including consistent communication (C.I. CARE).
• Outperform the benchmark for identified quality metrics.
• Strengthen the patients’ voice in care decisions.

Goal #2: Geisinger Family
Shared commitment to excellence.

Objectives:
• Leaders will inspire a patient-centered culture of kindness, respect and collaboration.
• Strengthen shared governance practices to engage & empower staff.
• Attracts and Retains the best talent.
• Foster a culture of life long learning

Goal #3: Markets
Promote optimal health of our communities.

Objectives:
• Improve Access to healthcare through capacity management activities: transitions of care.
• Driving the success of new services and strategies.
• Strive to achieve the Magnet principles.

Goal #4: Financial Health
Promote efficient, patient-centered care.

Objectives:
• Apply Lean Strategies to achieve efficiencies related to Financial goals to continuously invest in our purpose.