

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

Goal #2: Geisinger Family

Shared commitment to excellence.

Goal #3: Markets

Promote optimal health of our communities.

Goal #4: Financial Health

Promote efficient, patient-centered care.

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.

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

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.

Objectives:

- Apply Lean Strategies to achieve efficiencies related to Financial goals to continuously invest in our purpose.

Caring