

90-Day Plan

Name:	Leader:	Department:	Division:	Year:
Walton, Amelia	Dube, Sheri	INPATIENT REHAB	NAMC	2009

Pillar	Yearly Goal			
Exceptional Care	To decrease number of patient falls per 1000 patient days, in Inpatient rehab, by 10% from end of year 2008 to end of year 2009			
	90-Day Goal	Action Steps	Manage Up	Results
	First Quarter Goal	First Quarter Action Steps	Level	First Quarter Results
	Zero patient falls	1. Review all patient falls and near misses. 2. Identify root causes for each fall. 3. Implement corrective actions for each fall. 4. Educate staff on fall prevention strategies. 5. Monitor and report fall rates regularly. 6. Conduct regular safety audits. 7. Encourage staff to report falls immediately. 8. Review and update fall prevention protocols. 9. Provide ongoing training and education. 10. Collaborate with other departments for a safe environment.		1. Zero patient falls. 2. 10% decrease in falls per 1000 patient days. 3. All staff trained on fall prevention. 4. All corrective actions implemented. 5. Regular safety audits conducted. 6. Staff encouraged to report falls. 7. Fall prevention protocols updated. 8. Ongoing training provided. 9. Safe environment maintained.

Pillar	Yearly Goal			
Exceptional Care	To decrease the reported negative responses to pain management on the Gallup survey at the year end of 2009.			
	90-Day Goal	Action Steps	Manage Up	Results
	First Quarter Goal	First Quarter Action Steps	Level	First Quarter Results
	1.6 - 1.9 = score of 3	<p> FZÖã & ••Ä ää Ä * { } cÉ •& !^•Äæ ^æ&@æ-Ä ^^ä* GÄÄ [] ä !Ä@ ~ ! Ä [~ } ää * Ä ä] cÄ @æ HÄÄ [] ä !Ä@ ~ ! Ä [~ } ää * - ! { • Ä Ä ^^ äÄ [] ^ c ä Ä } Ä æ & Ä cÄ æä ÄÄ [~ } ä Ä } Ä • Ä ä ä Ä Ä Ä] cÉ ! ^ @æ í ÄÄ @ } Ä [~ } ää * Ä } Ä • Ä Ä æ \ Ä Ä æ- ä Ä [~ } ää * Ä ä Ä æ \ ä * Ä ä [~ c] ää { ä ä æ ^ { ^ } c í ÄÄ [] ä ! Ä ää } cÄ • [] • • ä Ä ää { * { } cÄ } Ä ä & æ * Ä Ä @ } ^ & ä • </p>		<p> HÄ [Ä] ää } dÄÄ ! Ä BV Cc ^ ! ä ^ Ä - Ä Ä Ä Ä ! Ä @ ~ ~ ä c ! É T ^) ä } Ä ää { ä ä æ ^ { ^ } cÄ ä Ä ä æ- { ä * • ÄÄ [] ä ! ä * - ! { ÄÄ ^ c Ä ää Ä Ä ä ä ä ä ä ä Ä Ä Ö ä & @ æ * ^] @ } ^ Ä ä • Ä ä ä ä Ä ää ä ^ ä * Ä ä ä æ ^ ä É </p>

Pillar	Yearly Goal			
Customer Loyalty	To increase Employee Engagement in Wound Care Clinic to a score of 75.			
90-Day Goal		Action Steps	Manage Up	Results
First Quarter Goal		First Quarter Action Steps	Level	First Quarter Results
<p>Û& ^Á Á í Á } ÁEEJ Ö(] [^^^Ü" ç^</p>		<p>FËÖ ç' çá, Áç áÁ^ç] Á^^! á ç' çá, - Á^ çá Á [• áá } Á GËÖ^ • á } çé Á^ çá Á [• áá } Á • çé^! HËÜ ^) áÁç [Á [] á * Á çç@ ^ \ Á , [~) áÁ çé^ Á çé^ Á [^ çç& • çá Á ç á çá çá Á çé- ËÖ & ^ çé^ Á^, çé áÁ ç á ! ^ & *) áá } í ËÜ^ à(çá á^! Á Á^) ç ç ç á Á^ , [~) áÁ çé^ Á çé^ Á Á ç ç ç à^ á^ ^c í ËÖ [] ç ~ ^ Á [] ç@ Á [~) áá * [] ^ {] [^^^.</p>		<p>FËÜ çé- Á @ • ^ Á [ç' Á çé^ çé^ çé^ Á [• áá } Á ç Á [~) á & çé^ E GËÜ] ^) çé^ Á çé^ ç' } ^ { [] á * Á çç@ ^ \ Á ç ! [~) áÁ } Á {] [^^^. Ëá^ { [] ^ Á ç á ç ^ HËÜ çé^ Á çé^ Á çé^ Á Á Ü Ö V ËÜ [~) áá * Á } Á [] [^^^. í ËÜ^ à(çé^ á Á çé^ Á á^) ç ç áÁ ç á Á Ö Á çé^ í ËÜ [• ç á Á^ ^ ç Á Ü B C E í ËÜ^ çé^ Á çé^ Á çé^ Á ^ \ • çé- Á ^ çá *</p>

Pillar	Yearly Goal			
Customer Loyalty	To increase quarterly patient satisfaction to an overall satisfaction score of 3.69 as measured on the test and treatment Gallup satisfaction survey.			
90-Day Goal		Action Steps	Manage Up	Results
First Quarter Goal		First Quarter Action Steps	Level	First Quarter Results
<p>Uç^!ç Áæã-æç}Á-ÁÈJ ãÁ[~}ã/æ^Áçã ã~•ã}Á@!ç^</p>		<p>FÄÜ@e^Áç^!ç Á& ^•Áæ ^æ&@æ~ {^^ç* GÄT^^ç, æçã~•ã}Á@!ç^ •æ-Ä ää&••Á@ãÁ![]/Á& ^• çã ã^ç^[]/Áæç}Á ç HÉ[]ç!Á ^Éç•ÁçãÁ[•ç &ç/Ä à[ç@^]çÄ[]çÉ É ^Éç•ÄÁ^, ÄçÉÄÉ !^*ãçæã}]çÉçãÁ^~^}ç^•^}çÉ ÉÜ[]çÉç•ÄÁ&ç^ã]æã}ç æçÁ!Áç^!•É !ÉS^^]ÁSYSVÁç@Ä ^+[]ç çã ää&••Á^!ç*Á{[] ^ ![]ãç*É ÉÜ ^+{ÁÉÄÖVÁæää ^æ&@[]çÉ</p>		<p>HÈJÄÁç^!ç Áæç ÁBV HÈÌÄÁç^!ç Áæç ! UÜYÖ P[Á& ^Á ^V Üç-Á/ç ã*Áæã}çÄ} ää&ç^É^^{ÄÁ^ ^{à!æã*Áç@&[]&^}c }[,É</p>

Pillar	Yearly Goal			
Financial Strength	BUDGET-REVENUE DEPARTMENT: Manages assigned department budget within established targets.			
	90-Day Goal	Action Steps	Manage Up	Results
	First Quarter Goal	First Quarter Action Steps	Level	First Quarter Results
	Meet budget.	<ul style="list-style-type: none"> Review budget performance monthly. Identify variances and investigate causes. Adjust budget as needed to stay on track. Communicate budget status to management. Ensure all departmental activities are within budget. Monitor revenue trends and forecast. Collaborate with other departments for cost savings. Report budget progress quarterly. Implement cost control measures. Review and approve all budget requests. Ensure accurate data collection and reporting. Conduct regular budget audits. Seek opportunities for revenue growth. Stay informed of market and industry changes. Engage staff in budgeting process. Review budget against actual performance. Adjust strategies based on budget analysis. Ensure compliance with financial regulations. Provide timely feedback to staff. Communicate budget goals clearly. Review budget performance against targets. Identify areas for improvement. Ensure budget is realistic and achievable. Monitor and report on budget progress. Collaborate with other departments. Review budget performance against targets. Identify areas for improvement. Ensure budget is realistic and achievable. Monitor and report on budget progress. Collaborate with other departments. 		<ul style="list-style-type: none"> Met budget target for Q1. Identified areas for cost savings. Adjusted budget as needed. Communicated budget status to management. Ensured all departmental activities were within budget. Monitored revenue trends and forecast. Collaborated with other departments for cost savings. Reported budget progress quarterly. Implemented cost control measures. Reviewed and approved all budget requests. Ensured accurate data collection and reporting. Conducted regular budget audits. Seeked opportunities for revenue growth. Stayed informed of market and industry changes. Engaged staff in budgeting process. Reviewed budget performance against targets. Adjusted strategies based on budget analysis. Ensured compliance with financial regulations. Provided timely feedback to staff. Communicated budget goals clearly. Reviewed budget performance against targets. Identified areas for improvement. Ensured budget is realistic and achievable. Monitored and reported on budget progress. Collaborated with other departments. Reviewed budget performance against targets. Identified areas for improvement. Ensured budget is realistic and achievable. Monitored and reported on budget progress. Collaborated with other departments.

Pillar	Yearly Goal			
Financial Strength	Dept. charges on the CPAJ01 report will be verified daily (M-F), including comparisons to both the daily Meditech report and to source documentation. The process will include notifying Revenue Integrity of issues not resolved within 24 hours of identification.			
	90-Day Goal	Action Steps	Manage Up	Results
	First Quarter Goal	First Quarter Action Steps	Level	First Quarter Results
	Verify all charges on the CPAJ01 report daily (M-F).	<ul style="list-style-type: none"> Review CPAJ01 report daily (M-F). Compare charges to Meditech report. Compare charges to source documentation. Identify and investigate discrepancies. Notify Revenue Integrity of issues not resolved within 24 hours. Resolve issues as quickly as possible. Document all findings and actions. Report progress to management. Ensure accuracy of all data. Collaborate with other departments. Review and improve processes. Stay informed of industry changes. Engage staff in the process. Review performance against targets. Identify areas for improvement. Ensure compliance with regulations. Provide timely feedback to staff. Communicate goals clearly. Review performance against targets. Identify areas for improvement. Ensure compliance with regulations. Provide timely feedback to staff. Communicate goals clearly. 		<ul style="list-style-type: none"> Verified all charges on the CPAJ01 report daily (M-F). Completed comparisons to Meditech report. Completed comparisons to source documentation. Identified and investigated discrepancies. Notified Revenue Integrity of issues not resolved within 24 hours. Resolved issues as quickly as possible. Documented all findings and actions. Reported progress to management. Ensured accuracy of all data. Collaborated with other departments. Reviewed and improved processes. Stayed informed of industry changes. Engaged staff in the process. Reviewed performance against targets. Identified areas for improvement. Ensured compliance with regulations. Provided timely feedback to staff. Communicated goals clearly. Reviewed performance against targets. Identified areas for improvement. Ensured compliance with regulations. Provided timely feedback to staff. Communicated goals clearly.

