

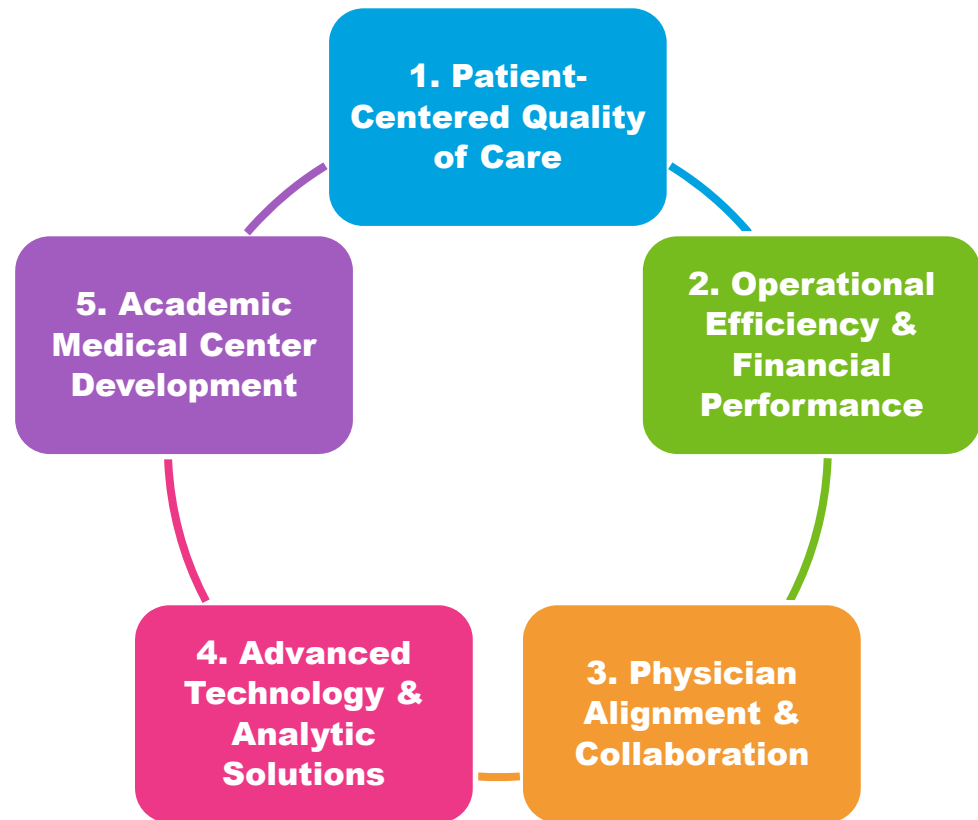


**Mission**

Transforming Care.  
Advancing Health.  
Improving Lives.

**Vision**

To elevate the standards  
of healthcare practice,  
quality and innovation  
in our region.



# 1. Patient-Centered Quality of Care

TMH will lead an integrated network of physician, nursing, and allied health partners to improve measurable health outcomes of patients, promote a continuum of care across settings, and achieve performance at the best quartile in all quality-related Value-Based Purchasing metrics.

- A. Improve the patient experience from the perspective of patients and their families' expectations surrounding their care.
- B. Develop a healthcare delivery system and partnerships that influence at-risk populations to make behavioral changes addressing illness and long term health.
- C. Improve patient care coordination and flow by understanding and reducing bottlenecks at key transit points along the care continuum.
- D. Break down silos by strengthening organizational understanding and communication among all caregivers and sites of care.
- E. Implement tools, metrics and interventions to help colleagues adapt successfully to ongoing changes in standard work practices and processes.
- F. Identify and promote best practices in care delivery system that enhance standardization and reduce variation in order to achieve high quality performance outcomes.
- G. Reduce clinical and resource variation through quantitative analysis, use of evidence-based standards, and targeted interventions.
- H. Measure, evaluate and improve access for all services.

## 2. Operational Efficiency & Financial Performance

TMH and its affiliates will operate with an emphasis on financial strength with improved capital capacity and transformational leadership, in order to achieve best quartile performance for Value-Based Purchasing financial metrics and exceed median efficiency of Medicare Spending Per Beneficiary.

- A. Evaluate and refine TMH's portfolio of programs and services to maximize strategic and financial value.
- B. Reduce waste and operational variation to maximize efficiencies, expand clinical capacity, and promote predictable outcomes through standard work.
- C. Identify and promote best practices in care delivery system that enhance standardization and reduce variation in order to achieve financial performance outcomes.
- D. Optimize use of human resource capital by measuring return on investment and aligning talents and skills to the appropriate care setting.
- E. Continue supply chain efforts with a heightened focus on utilization and unnecessary practice variation in addition to core efforts on pricing.
- F. Continue physical plant repurposing that advances patient care and optimizes the quality of the care environment.
- G. Identify, implement and monitor revenue cycle review methods across service lines and practice areas.

### 3. Physician Alignment & Collaboration

TMH and the community of providers will advance alignment and collaboration to increase efficiencies and ensure safety, quality and value for patients and families.

- A. Expand the structure and brand of Physician Partners and improve its operations for integrated care of patients and managed growth of physician enterprises.
- B. Expand the scope and reach of programs that align physicians and caregivers to foster the best quality, efficiency and patient experience.
- C. Ensure a shared commitment to standardization of care processes and commit to mutual expectations that enhance outcomes and collegiality.
- D. Continually assess the community's needs for physicians and medical specialties, and recruit and retain the best physicians accordingly.

## 4. Advanced Technology & Analytic Solutions

TMH will integrate cutting-edge clinical technologies and advanced information systems, starting at the point-of-care, that improve access, care delivery, and data-driven decision capabilities, thus enhancing desired outcomes.

- A. Improve the patient and family experience by providing a single, centralized and comprehensive patient portal.
- B. Implement an evidence-based data governance framework to provide effective data management and catalogues which support analytics.
- C. Establish a data warehousing structure that provides aggregation of disparate databases and information sources to support organizational initiatives.
- D. Evaluate and maximize use of current information technology investments to maximize functionality, utilization and electronic record capabilities.
- E. Develop enterprise-wide standards for information and technology usage and investments that reinforce interoperability, cross-functionality and scaled resource management.

## 5. Academic Medical Center Development

TMH will leverage resources and partnerships to become a leading Academic Medical Center, focused on innovation, research and education.

- A. Continue to enhance the educational and research relationships with Florida State University College of Medicine and other academic institutions, where appropriate.
- B. Strengthen position in research networks beyond present affiliations, and seek expanded research opportunities.
- C. Recruit physicians who will support and expand research in accordance with TMH clinical strengths and offerings.
- D. Recruit physicians who will lead residency and fellowship programs, as well as teach and mentor medical students, residents and colleagues.
- E. Continue to grow and improve clinical residency and fellowship programs, and expand program offerings into new clinical areas.

Note: Specific references to Florida State University do not preclude affiliation agreements and collaborations with other academic institutions with respect to education, research and other endeavors of the academic enterprise.