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

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.

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

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.