

BOTHWELL REGIONAL HEALTH CENTER

FY26—FY28 Strategic Plan Strategic Focus Areas



MISSION

Together, we work to provide compassionate and safe care to our family, friends and neighbors, while remaining proudly independent.

VISION

Our health care team will be our region's first and most trusted choice for care.

Patient Experience

1. Build trust with every encounter and moment of truth.
2. Be the place people choose to receive care.

Quality/Safety

1. Eliminate harm to patients and co-workers.
2. Improve mental health access and care.
3. Reduce clinical variation.

Employee Engagement

1. Be Employer of Choice
2. Create "owners"
3. Leverage technology/innovation to fix the boring stuff.

Population Health/ Growth

1. Improve primary care access.
2. Improve chronic disease management.

Finance

1. Achieve Financial Stability
2. Decrease average age of plant.
3. Lower overall cost of providing care.

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Goals FY26

What We Will Measure



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Patient Experience

1. Improve the likelihood to recommend to the 50th percentile.
2. Achieve CMS 5 Star Rating
3. Time from Decision to Admit to IP bed from ____ minutes to 60 minutes or below.

Quality/Safety

1. Reduce serious safety events below 12 per/mo.
2. Reduce staff injuries related to patient handling and workplace violence from 22 to 15.
3. 80% of pts. With pos. mental health screen have plan implemented.
4. Establish baseline and identify variation in evidence-based practices in three specialties.

Employee Engagement

1. Increase employee engagement above 85%.
2. Create Shared Governance Councils that are active in six dept/clinics.
3. Eliminate contract staffing.
4. Pilot/trial AI solutions in four areas.

Population Health/ Growth

1. Third next available appointment from 38 to 6 days for primary care patients.
2. Lower number of patients with uncontrolled (>140/90) hypertension to 30%.
3. Lower number of patients with uncontrolled HgbA1c (>7) to 30%.

Finance

1. Increase days cash on hand by 20%.
2. Net margin of 4%.
3. Reduce AR days to 45 days for insured individuals.
4. Age of plant from 18 years to 16 years.
5. Decrease total cost of providing care per patient below *\$3,092.

* As of 2/28/25 rolling 12