

HOSPITALS AND CLINICS OPERATIONAL PLAN FY24 PRIORITIES






We work together to provide compassionate care to all people.

Align your work with the goals and tactics below.





Deliver Reliable, Quality Care with an Exceptional Experience

-  **Use the new demographic values** to identify health equity gaps, prioritize for action, and propose interventions for the top 3 priorities
-  **Identify trends in patient safety data**, and, using process improvement methodology, develop interventions for inpatient, ambulatory, and perioperative services
- Implement EPIC depression screening** to at least 5 clinics and finalize a roll-out plan for the ambulatory enterprise
-  **Deliver consistent teamwork** to reach 74.2% of patients responding “extremely well” to how well the team works together to care for them






Address Workforce Challenges: Now, Near, and Far

-  **Augment our learning culture** through a multi-faceted strategy to support career pathways, retention, and advancement
- Renewed emphasis on team member wellbeing through an all-inclusive, actionable U of U Health employee survey** to address employee needs, including retention efforts
-  **Enhance team member wellbeing through system collaboration** by identifying opportunities to promote and sustain flexible and inclusive work environments and other mechanisms to enhance the employee experience
- Enhance our physical and structural safeguards** by implementing 1-2 priorities and developing a long-term plan to improve the safety and security of our teams







Expand Capacity and Access Opportunities for Our Community

-  **Create inpatient capacity in each clinical area** by reducing unnecessary bed utilization to improve ED Left Without Being Seen (LWBS) rate by 2.5%
- Reevaluate current use of OR space** and implement new guiding principles to ensure right patient, right place
(Example: tertiary/quaternary care at main hospital)
-  **Increase clinic usage** from FY23 baseline of 31% to 34% or greater
-  **Decrease backlog days for routine exams at Ambulatory Imaging locations (CT/MRI):** 5% for CT and 8% for MRI



Remain a Financially Strong Organization

-  **Monthly variance reporting and accountability** via Strata
- Create and implement the Financial Action Plan**, including, but not limited to:
 -  **Improve tracking of labor efficiency** by using determined internal and external benchmarks with an emphasis on worked hours
 -  **Identify and implement strategies to reduce non-labor, controllable costs**, with a focus on eliminating costs that do not support our core business
 -  **Enhance net revenue growth** by improving coding/documentation, payer contract negotiations, patient throughput/reducing system leakage, and strategically cultivating referral capture



HAVE A QUESTION?

Check out the Operational Plan Pulse page or reach out to: SystemPlanning@hsc.utah.edu



Dartboard symbol indicates an opportunity for team and/or individual goal alignment.