To provide compassionate patient focused care for our community

OBHMC Strategic Plan 2025

PATIENT EXPERIENCE	CULTURE OF TRUST & ENGAGEMENT	SUSTAINABILITY
1. OBHMC Preferred Healthcare Provider **2. Patient Experience** **3. People Centered Focus** **4. Community Engagement**	**1. Staff Experience** **2. Leadership Development** **3. High Reliability Initiatives**	**1. Service Line Exploration/Expansion** **2. Budget & FTE Accountability** **3. Bond Projects Grant Projects** **4. Materials Management Optimization**

1. OBHMC Preferred Healthcare Provider

- Monthly spotlight of provider and services through varied media measured monthly
- Assign/hire a dedicated community public relations position by 3/31
- Provider recruitment plan. Assessment by 3/31/25 Recruitment by 12/31

2. Patient Experience

- Assessment of current patient experience program / vendor by 4/30 recommendation to board at May board meeting.
- Decide on a training module by 4/30. Customer service training module for all OBHMC by 12/31.
- Participate in Volunteer Recruitment on 3/22 (museum)

3. People Centered Focus

- Patient Family advisory council 6/30
- Improve care coordination. Establish a comprehensive community listing of all local resources with contacts.
- Explore community paramedicine in collaboration with EMS. 9/30

4. Community Engagement

- Health Fair September 20th
- Leadership outreach calendar by 1/31. Senior Leaders are strongly encouraged to attend two events per year.
- Become a member of the EMS Council by 1/31

• Staff Experience

- Commit to 100% follow up to Action Cue by 3/31
- Culture Club one event per month
- Manager will develop a transparent written action plan within 30 days of the results of the survey

• Leadership Development

- Workplace Culture & Values training for all Leadership and Board by 6/30
- Leadership assessment and training of all OBHMC Providers by 12/31
- Develop a leadership pathway by 12/31

• High Reliability Initiatives

- Establish and roll out a Just Culture program with education for all OBHMC staff by 12/31.
- Assess available performance data providers reports to be made available (EHR optimization for providers) by 5/31
- Right Person Right Role build into evaluation process by 8/31

1. Service Line Exploration/Expansion

- Explore behavioral health expansion i.e. nurse practitioner, LCSW, psychiatrist, psychologist by 7/31
- Cataracts, enhanced cardiology, pediatrics, urology, oncology, orthopedics, podiatry, dermatology, expanding echo/cardiology, rheumatology 12/31
- Expand and strengthen the relationship between the foundation and the district by engaging a district staff member as a liaison and continuing regular meetings with the CEO. 6/30

2. Budget & FTE Accountability

- Budget meetings with each front-line manager monthly first quarter. Quarterly through the end of 2025
- CAH 101 for all managers by 6/30
- Develop a capital facilities plan at least 5 years by 9/30
- Master campus plan by 9/30

3. Bond Projects / Grant Projects

- Communication plan of bond and grant projects by 2/28
- Complete lab expansion by 4/30
- Nursing station and pharmacy expansion Murdock grant by 6/30
- Groundbreaking of Express Care expansion 12/31
- OR refresh in process 8/31

4. Materials Management Optimization

- Assessment of the entire district materials inventory by 5/30
- Assessment of the current system by 5/30
- Engagement of all stakeholders by 1/31
- Deployment of Lean principles by 12/31
- Assignment of project manager by 1/31
- Surplus management 12/31

Values: At OBHMC, we provide EPIC care: Excellence, Integrity, Compassion, Partnership