

2017-2020 Nursing Strategic Plan

FMH Nurses: Committed to Excellence



Five Strategic Goals

Establish an exceptional and engaged clinical division

- Develop a nursing workforce rooted in Shared Governance and continuous improvement
- Foster an atmosphere of continuous learning and professional growth
- Ensure quality onboarding and continuing education offerings from within the organization
- Create a culture of ownership, empowerment, and accountability through team engagement

Demonstrate a culture of transformational leadership

- Apply ANA Nursing Scope and Standards into leadership and staff practice
- Develop transformational leaders at all levels who can create and implement programs/products/ environments to meet the patient population needs and FRHS organizational goals
- Utilize peer review and self-reflection for evaluation and leadership development planning
- Establish succession planning through all levels of nursing leadership
- Ensure consistent rounding at all levels
- Build meaningful recognition into leader workflow

Establish a Service oriented culture that allows for an exceptional patient experience

- Utilize best practices to establish a shared understanding of the role of employee engagement in driving patient satisfaction
- Create a motivational culture that focuses on mutual accountability and collaboration
- Develop consistent process for recognizing staff successes in Customer Service outcomes
- Ensure departmental action plans are targeted to positively impact the priority index items for patient experience

Establish high-reliability for superb quality nursing practice

- Establish process to ensure ownership of quality outcomes and cross-continuum care by staff and nursing
- Align education and competency programs to organizational and nursing goals and expected outcomes
- Create process for organized implementation of new initiatives that are evidence-based and generate clinical quality
- Ensure individual and peer to peer accountability process is being practiced on all units
- Develop a process for continual evaluation to ensure sustainment of initiatives
- Be transparent by developing sustainable and consistent methods for reporting data and outcomes to frontline staff

Meet or exceed financial targets; Develop an open and transparent financial culture

- Ensure Nursing Division staffing resources are used to the best of their potential
- Understand GBR and its impact. Implement changes needed to maximize financial outcomes
- Control expenses through appropriate supply usage and contract management and ensure appropriate utilization

Superb Quality. Superb Service. All The Time.