Core Purpose:
To provide the **highest quality** and **most compassionate** health care to the people of eastern NC while educating the next generation of health professionals to do the same.

Core Values:

**Our Patients**: Timely Access  
**Our University**: Sustain Resources  
**Our Learners**: Cultivate Innovation  
**Our Team**: Empower Improved Care  
**Our Community**: Continuous Improvement

[Diagram showing the connections between Timely Access, Exceptional Experience, Better Health, Healthy Patients, Better Value, Resilient Teams, and the Envisioned Future]

**Objectives/Tasks 2019-20**

**Timely Access**
- Update and deploy access standards  
- Measure dept use of utilization metrics  
- Expand Regional call/referral center to Peds  
- Implement Fastpass/Direct scheduling ECUP  
- Create MGMA poster (Pharm PA program)

**Exceptional Patient Experience**
- Implement team communication metrics  
- Improve CG CAHIPS “likely to refer” by 5%  
- Implement huddle boards/meetings

**Patient Centered Care**
- Improve timeliness of chart completion  
- Lab result/mychart/phone message turn around time  
- Panel assignment of PCP practices

**Efficient Care**
- Implement referral management/retention program  
- Eval investment of health coaches  
- Develop marketing/social media plan  
- Develop/deploy internal services directory  
- Obtain marketing intern  
- Develop/deploy communication policy to referring providers  
- Identify potential referral markets

**Health Education**
- Implement Wellness Messaging/“where to go for care”

**Improved Health Outcomes**
- Increase AVV to 50% eligible patients/monthly reports  
- Implement SDOH screening  
- Value based transformation  
- Expand interprofessional teams  
- Achieve AMH Tier 3 status  
- Contract with CIN for data to support AMH 3

**Innovate use of Electronic Platform**
- Expand CORE (Surg, GYN, Pulm, ?Cards)  
- Pilot the use of kiosks/slates  
- Implement Evisits/Video visits – Mychart  
- EPIC interface with State Immun. System

**Effective Clinic Space Utilization**
- Final design contracts for LJCC/Peds  
- Design process initiated for Brody Clinic space  
- Improve facility safety and maintenance

**Population Health**
- Increase accuracy of HCC coding  
- Refine care evolution data metrics

**Enhanced Employee Recognition**
- Quality avenger program renewed for 2019  
- Quarterly Quality Recognition renewed for 2019  
- Enhance staff recognition

**Effective Communication**
- Enhance QUEST newsletter with “spotlight” videos  
- Conduct Ambulatory Care Academy

**Organizational Structure Improvement**
- Propose Ancillary Business Service Line (pharm, imaging, lab)  
- Est. Value based team for risk based contracts  
- MedServ students in FM/Peds (July 19)

**Compensation**
- Improve staff comp equity/Physician Comp plan

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