

**Modoc Medical Center Strategic Plan
Fiscal Year Ending 6/30/2019**

OBJECTIVE	GOALS	TASKS
Service	Improve Appearance of Campus	Fully implement Worxhub for Maintenance ticketing process.
		Develop regular schedule for landscaping and campus clean-up.
		Implement electronic filing system for campus.
	Enhance Emergency Preparedness at MMC	Reduce storage need.
		Provide training to staff that respond to security concerns or combative patients.
		Expand opportunities to educate staff on current emergency preparedness plans.
Enhance Patient Experience	Identify and implement opportunities to make the campus safer.	
	Procure and mount patient education boards in patient rooms.	
Quality	Broaden Awareness of the QA Program in all Staff at MMC	Procure cups for patients that are admitted to the hospital floor.
		Communicate QA indicators at departmental meetings.
People	Enhance Employee Benefits	Develop incentive program for publically shared QA indicators across the campus.
		Explore viability of increased PTO accruals, medical insurance employer contributions, and enhanced 457b plan match.
	Invest in Knowledge Base of Staff	Explore feasibility of employer-sponsored day care.
		Expand educational assistance program to include consideration for facility-paid attainment of certificates.
	Promote InterDepartmental Relationships	Deliver all-staff training on Just Culture.
		Develop Intranet for staff use to include staff directory, staff calendar and links to computer applications and documents used by all staff.
Implement Staff Shout Out Boards at Clinic and Hospital.		
Finance	Recruit and Retain More Permanent Staff	Develop team building activity plan and schedule for entire campus.
		Explore financial feasibility of 3 paid summer job internships at Modoc Medical Center and identify opportunities to be offered.
	Identify Opportunities to Deliver New Facility Project within Budget	Develop MMC-specific recruitment videos to include elements of local area to try to gain better exposure to our area and the benefits of working at MMC.
		Complete Site Work on time and within budget.
Growth	Expand Telemedicine	Obtain OSHPD approval on hospital plans.
		Successfully obtain waiver from USDA for interim construction financing.
	Research and Develop Plans to Implement Other Service Lines that are Financially Viable	Successfully negotiate with and engage Telemed2U to provide cardiology, nutrition and psychiatry services.
Utilize Prime Metrics to identify service opportunities that are feasible to provide.		
		Explore feasibility of pain management clinic and team.
		Develop respite care program at SNF.