2024 PILLAR GOALS

**People**
We nurture a caring, culturally sensitive, and professional atmosphere as we continuously invest in the well-being and aspirations of our people.

**Service**
Collegiality is a central characteristic of our culture and defines how we serve our patients, those we teach, and the local and worldwide community.

**Quality**
We relentlessly pursue and measure ourselves against the highest quality performance in all areas, from patient care to scholarship.

**Growth & Finance**
We invest our resources in a manner that supports our long-term obligation to society, to achieve local, national and worldwide impact in improving health.

**Innovation**
We seek excellence and leadership as we advance our systems of care, educational practices and our commitment to discovery.

**Workforce Retention**
**Employee Engagement**

**Patient Experience**
**Access Center**
**Patient Appointments**

**Observed to Expected (O/E) Mortality**
**Patient Harm Index**
**Preventive Health Care**
**Readmission Rates**

**Days Cash on Hand**
**Net Operating Margin**
**Length of Stay - CMI Adjusted**
**Surgeries and Key Outpatient Procedures**

**Value-Based Care**
**Academic Performance**