# 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

**WORKFORCE RETENTION** 

EMPLOYEE ENGAGEMENT

#### 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

PATIENT EXPERIENCE

**ACCESS CENTER** 

**PATIENT APPOINTMENTS** 

## QUALITY

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

OBSERVED TO EXPECTED (O/E)

MORTALITY

**PATIENT HARM INDEX** 

PREVENTIVE HEALTH CARE

**READMISSION RATES** 

# 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

DAYS CASH ON HAND

**NET OPERATING MARGIN** 

LENGTH OF STAY - CMI ADJUSTED

SURGERIES AND KEY OUTPATIENT PROCEDURES

### INNOVATION

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

VALUE-BASED CARE

ACADEMIC PERFORMANCE

