

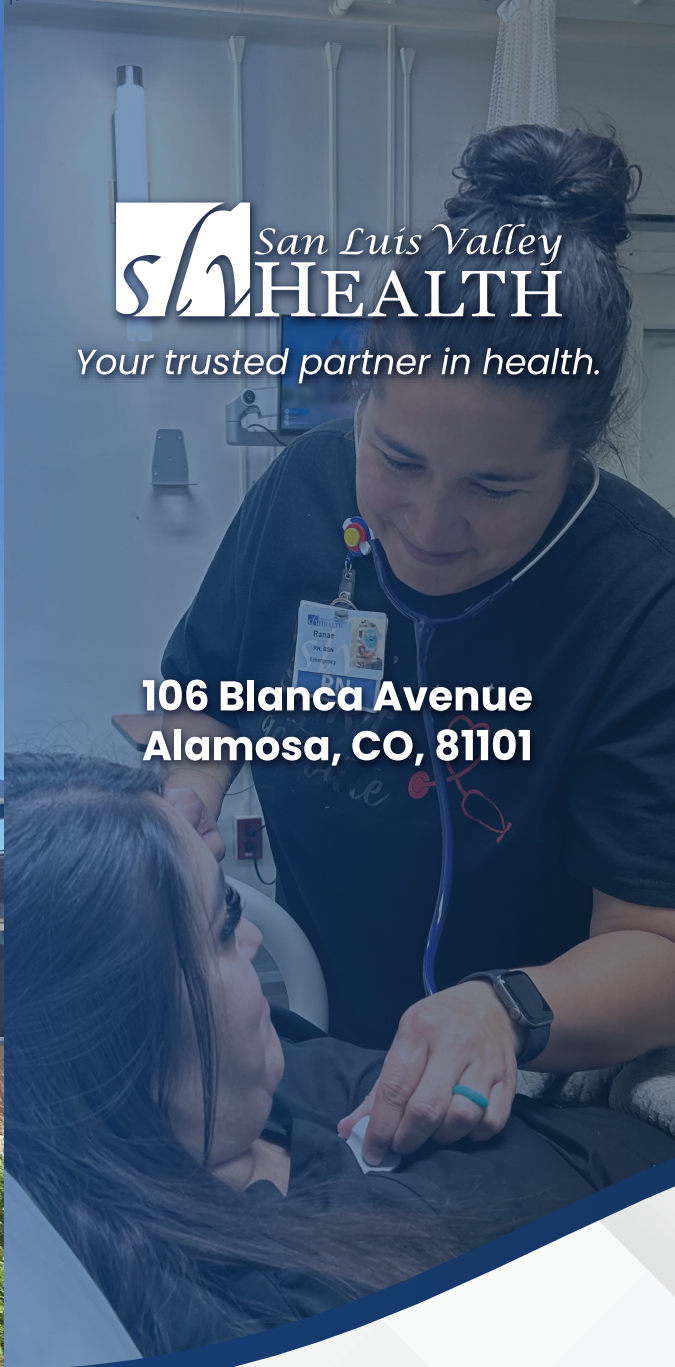
"San Luis Valley Health is committed to provide quality health care services so all patients can live their healthiest lives. This requires tactics at every level and from everyone, everyday. Teamwork is essential among care providers, community partners, and through the economic investments that are made back into the community. This ensures healthcare services are accessible and available to all, for the good of all."

-Konnie Martin **CEO**



Your trusted partner in health.

**106 Blanca Avenue
Alamosa, CO, 81101**



San Luis Valley
HEALTH



MVPS

MAGNET for Excellent People
VERY BEST in Quality & Safety
PROVIDERS of Choice for Healthcare
STEWARDSHIP of Health Resources

(719) 589-2511
sanluisvalleyhealth.org

2025-2026 STRATEGIC ROADMAP

OUR MISSION

To be a premier, fully integrated rural health care system providing exceptional, patient centered services to the San Luis Valley.

OUR VISION

Your Trusted Partner in Health

OUR VALUES

Internal and organizational Values guide our personal actions, behaviors, and our business practices: integrity, respect, commitment, learning, innovation, and joy.

STRATEGY 1

Magnet for Excellent People

San Luis Valley Health aims to attract, develop, and retain top talent.

WHOLE SYSTEM MEASURES

Voluntary & Involuntary Turnover
All Staff Turnover Rate 2025-2026: ≤ 20%
Provider Turnover Rate 2025-2026: ≤ 15%

Employee Health & Staff Safety
Worker's Compensation Experience Modification Rate (EMOD) 2025-2026: < 1.0

- TACTICS
- Recruitment
 - Onboarding
 - Training & Community Engagement
 - Staff Development
 - Comprehensive Benefits Review
 - De-Escalation Training



STRATEGY 2

Very Best in Quality & Safety

San Luis Valley Health aims to provide quality health care services to all patients, across all payers.

WHOLE SYSTEM MEASURES

Sepsis Care SLVH Perfect Care: ≥ 58%

Clostridium Difficile (C. diff)
Hospital Acquired C. diff: < 3 Case Annually

Elective Total Hips and Knees Joint Replacement Complications/Readmissions
Reduce hip/knee/joint replacement complications (baseline 4%) and readmissions (baseline 4.9%).

Wellness Visits
Complete 270 Medicare Well Visits/Quarter

Total Ambulatory Provider Quality Metric Performance
Ambulatory providers' average quality variable pay score will be >80%, semi-annually.

Inpatient Fall Rate
Hospital Total Patient Falls, all areas (inpatient and ambulatory), RMC and CCH facilities: < Mean from NDNQI database.

Catheter Associated Urinary Tract Infections
Hospital Total Patient Falls, all areas (inpatient and ambulatory), RMC and CCH facilities: < Mean from NDNQI database.

- TACTICS
- New/additional tools, educate and train providers and nurses
 - Develop a real-time surveillance tool
 - Develop staff algorithms
 - Develop and implement auditing tools
 - Conduct outreach campaigns
 - Scheduling optimization/Care coordination
 - Education to include care planning, interventions, and intentional rounding.

STRATEGY 3

Providers of Choice for Healthcare

San Luis Valley Health aims to provide comprehensive safe, quality, and compassionate health care in a healing environment for all patients.

WHOLE SYSTEM MEASURES

Improve and Enhance the Patient's Experience

- Meet or exceed goals in 4 domains
- Likelihood to Recommend >62%
- Nurse Communication >81%
- Doctor Communication >83%
- Discharge Information >89%
- Care Coordination >73%
- Restfulness at Night >61%

Increase access to patient care and increase options for access to both primary and specialty health care services.
Provide 86,000 Ambulatory Clinic Visits

- TACTICS
- Patient Experience Training
 - Implement best practices for meals and room temperatures
 - Aesthetic work, capital improvements, environmental hygiene
 - Improve patient access and options
 - Continue SDOH screening
 - Develop plan for PFAC
 - Community/partner outreach
 - Relational marketing, "Tell Our Story"
 - Lunch 'n Learns



STRATEGY 4

Stewardship of Health Resources

San Luis Valley Health will strengthen and protect our system as a community asset.

WHOLE SYSTEM MEASURES

Operating Margin
RMC .45% CCH 1.21%

Days Cash on Hand
RMC ≥ 90 CCH ≥ 95

Days in Accounts Receivable
RMC Hospital ≥ 49 RMC Clinic ≥ 44 CCH ≥ 49

Revenue Cycle Measures
Perfect Pass Claims ≥ 87.7%
Clean After RevSpring ≥ 97.2%

Departmental Budget Achievement
90% of departments meet or exceed budget.

Improve RevSpring revenue cycle optimization and functionality.
Clearing House Rejections < 12%
Payer Rejections < 1.5%

- TACTICS
- Pursuit of Information Excellence
 - Innovation
 - Infrastructure
 - Grow and Protect Revenue

