

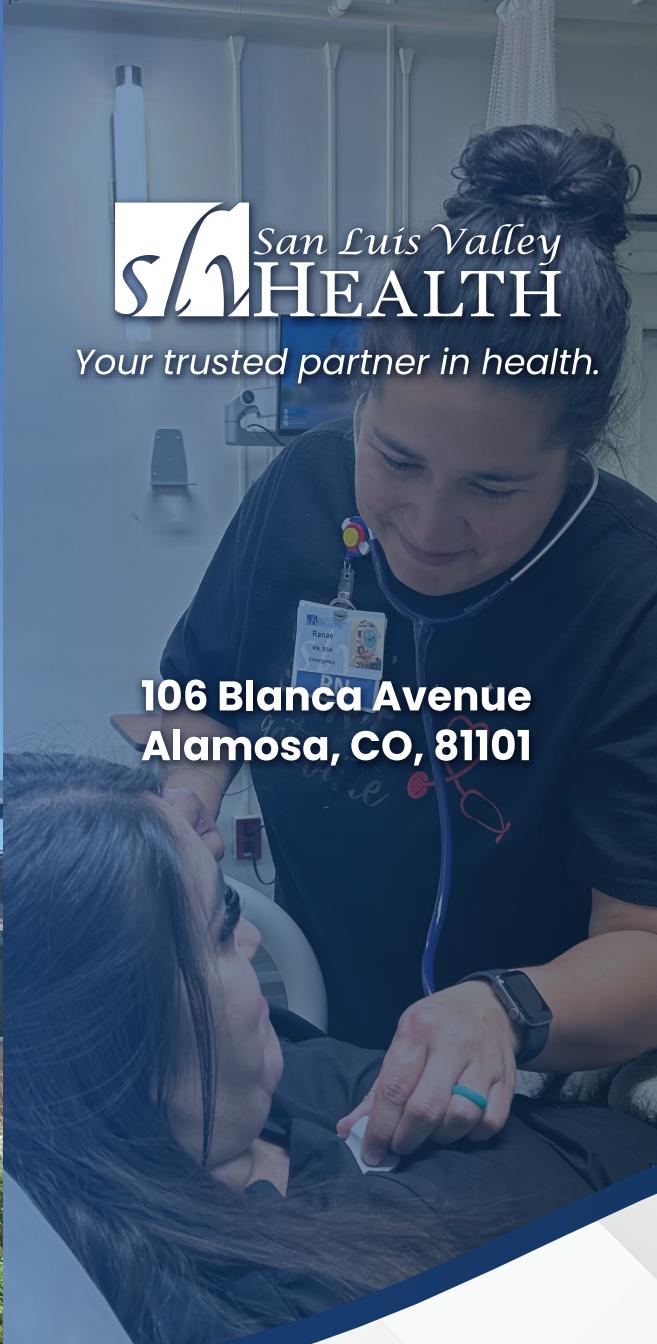
"San Luis Valley Health is committed to provide quality health care services so all patients can live their healthiest lives. This requires tactics at every level and from everyone, everyday. Teamwork is essential among care providers, community partners, and through the economic investments that are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

-Konnie Martin **CEO**



**MVPS**

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



# 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.*

**(719) 589-2511**  
[sanluisvalleyhealth.org](http://sanluisvalleyhealth.org)

## 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:  $\leq 20\%$   
Provider Turnover Rate 2025-2026:  $\leq 15\%$

### 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:  $\geq 58\%$

### 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:  
 $\leftarrow$  Mean from NDNQI database.

### Catheter Associated Urinary Tract Infections

Hospital Total Patient Falls, all areas (inpatient and ambulatory), RMC and CCH facilities:  
 $\leftarrow$  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  $\geq 90$  CCH  $\geq 95$

### Days in Accounts Receivable

RMC Hospital  $\geq 49$  RMC Clinic  $\geq 44$  CCH  $\geq 49$

### Revenue Cycle Measures

Perfect Pass Claims  $\geq 87.7\%$

Clean After RevSpring  $\geq 97.2\%$

### 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

