

Our Mission:

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

Our Vision:

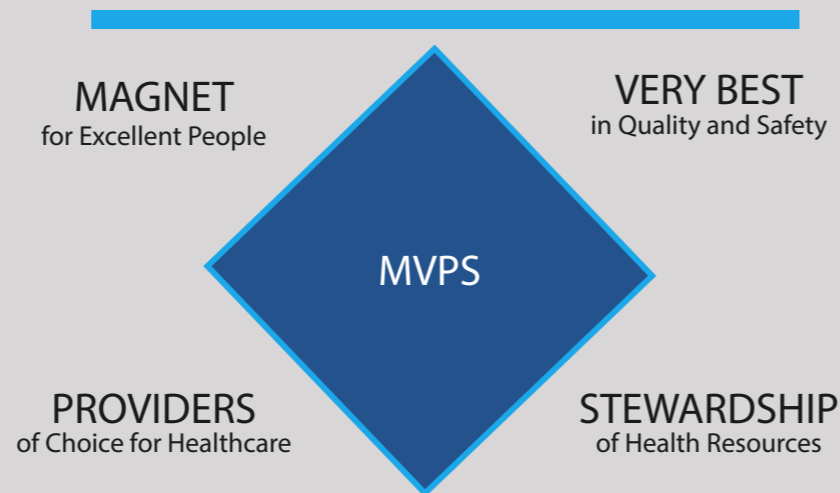
Your Trusted Partner in Health

Our Values:

Internal and organizational values guide our personal actions and behaviors and our business practices.

“Rural communities pride themselves on hard work and taking care of their own. SLVH must remain updated and innovative to meet the realities and challenges of how health care is delivered today and well into the future. In a country as great as ours, where you live should not determine if you live.”

Konnie Martin, Chief Executive Officer



Measurements, definitions, and goals can be found on SharePoint under Administration, Strategy Map



STRATEGIC PLAN



**STRATEGY 1:
Magnet for Excellent People**

SLVH aims to be the employer of choice focused on recruitment, retention & engagement of exceptional talent to achieve satisfaction & joy in our health care delivery.

MEASURES

Voluntary & Involuntary Turnover
Staff Retention
Safety

TACTICS

1. Recruitment and Retention
2. Organizational Improvement
3. Staff Safety
4. Onboarding and Mentoring
5. Workforce Development
6. Employee Engagement



“We must have staff worthy of your trust. SLVH is devoted to providing excellent care with competency and compassion.”

Antonio Gurule, Clinic Administrator

**STRATEGY 2:
Very Best in Quality & Safety**

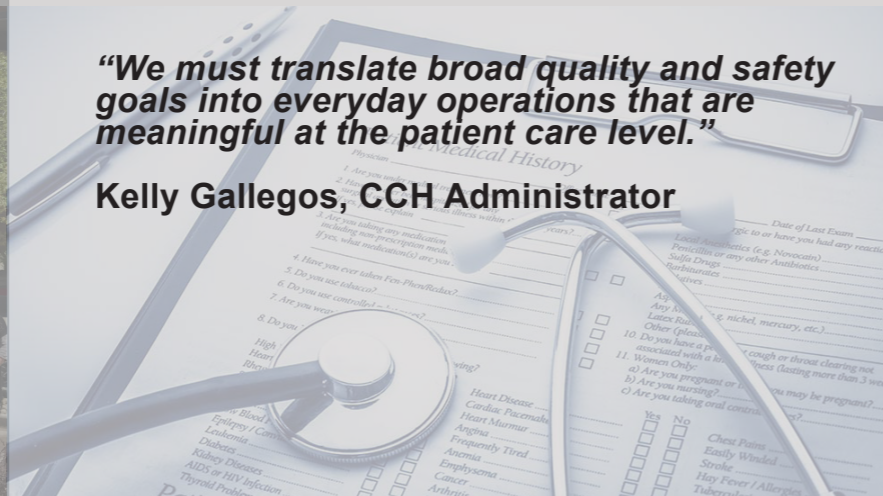
SLVH’s primary focus is to provide high quality services and improve the safety of our patients and employees.

MEASURES

Colorado Alternative to Long Term Opioids (ALTO) and Opioid Safety Project
Sepsis Alliance and Improving Patient Outcomes
Population Health/Value Based Care

TACTICS

1. Provider Engagement
2. Just Culture
3. Clinical Care Pathways
4. Population Health



“We must translate broad quality and safety goals into everyday operations that are meaningful at the patient care level.”

Kelly Gallegos, CCH Administrator

**STRATEGY 3:
Providers of Choice for Healthcare**

SLVH will work as trusted partners in health through patient/provider relationships and collaborations within our community.

MEASURES

Would you recommend San Luis Valley Health?
HCAHPS (Hospital)
CG-CAHPS (Clinic)
ED-CAHPS (Emergency Department)
Conejos County Hospital (CCH) Outpatient

TACTICS

1. Create Experiences of Excellent Service
2. Improve Access to Care
3. Community Health, Outreach and Public Relations



“We aim for each patient to experience the very best in service and strive to be the provider and facility of choice for the SLV residents.”

Patti Thompson, Chief Clinical Officer

**STRATEGY 4:
Stewardship of Health Resources**

SLVH will operate in a prudent, cost effective, ethical, and conservative manner.

MEASURES

Operating Margin
Days Cash on Hand
Days in Accounts Receivable
Clinic Visits

TACTICS

1. Grow and Protect Revenue
2. Pursuit of Information Excellence
3. Revenue Cycle
4. Infrastructure



“We will protect and strengthen the hospital as a community asset through prudent stewardship.”

Shane Mortensen, Chief Financial Officer