

2015
2016 Kittitas Valley
Healthcare





The How-Tos of Strategic Planning

At KVH, we use a process called Strategy Deployment. It includes the voice of the customer, an environmental assessment, and leader reflection.

Senior leaders sketch out the organization's direction, or hypothesis. Data is collected which confirms or denies the hypothesis. After collecting data, work continues on developing the hypothesis by using a storyboarding tool called a Strategic A3.

"Catchball sessions" ensure employees at each level of management add value to the plan as it takes shape. Action plans and measurement plans are created.

Mid-way through the year, we revisit the plan goals to confirm that the chosen direction is still the correct one.

Our strategic goal is to ensure our patients and community have access to a talented healthcare workforce and a stable system of care.

Here's how we get there:

Care Experience

Provide our patients with seamless transitions as they move between care settings within the healthcare delivery system

Foster a safe environment and provide resources for employees to continually improve the quality of our patients' experience

Continually involve patients in design and improvement of services

Exceed our patients' service needs by providing convenient access to care and information

Support and engage our patients in their overall health and wellness through active, integrated care management

Community Advocacy

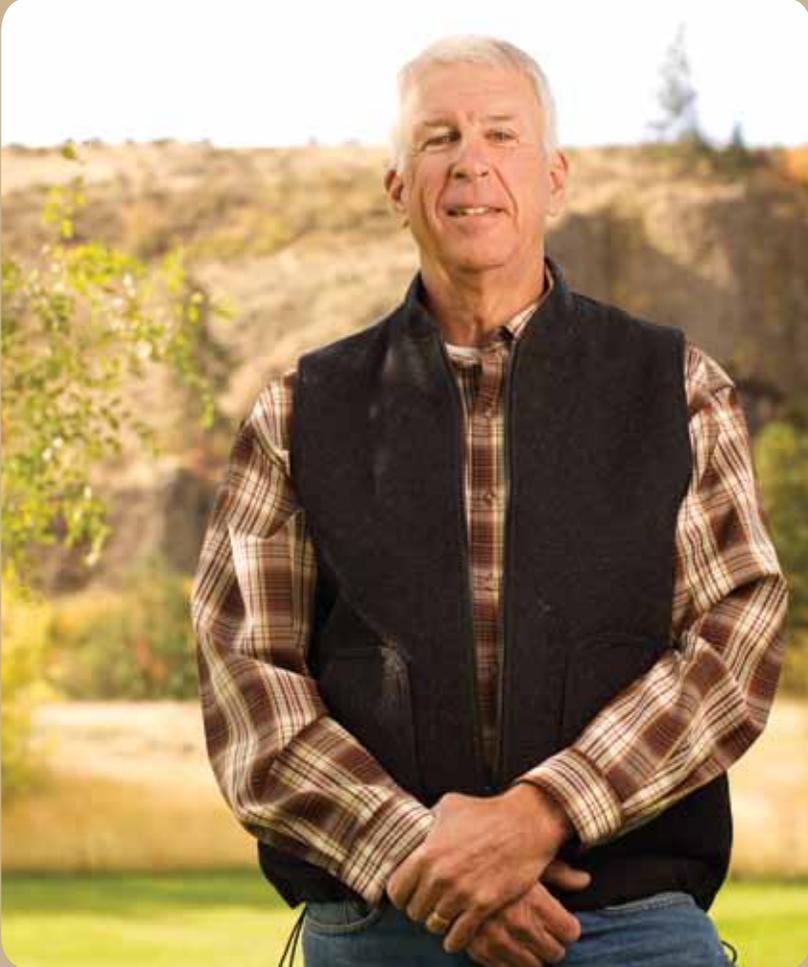
Advocate for rural health issues at state and national levels

Participate in statewide collaborative initiatives to improve the health of the population

Work with our local service delivery partners to develop cooperative approaches to address local health disparities

Engage patients in assessment efforts to reshape the local healthcare delivery system

Prepare our patients and our community for changes in the provision of healthcare where individual relationships with care providers may be replaced or supplemented by a team approach to care



Photos are from the KVH Patient Stories collection. Input from our patients is the first step of any strategic planning process.

Workforce Development

Attract and retain top talent by distinguishing KVH as an employer of choice

Invest in our workforce to strengthen internal talent, allowing flexibility for resources to be deployed when and where needed by our patients

Support education and development of our employees to assist with their career progression and prepare them to fill key leadership roles

Prepare our providers and staff for changes in the delivery of healthcare from an individual relationship with a patient to a team approach to care

Encourage and support employees in their personal efforts to achieve overall health and wellness

Financial Stewardship

Simplify and streamline our patients' financial experience, providing cost transparency and easy access to account information

Strengthen financial stability to support the service and facility needs for the future model of healthcare delivery

Enhance our data analytic capabilities to support strategic decision making

Identify opportunities to reduce overall costs, redeploying resources to support new initiatives related to healthcare reform

Prepare for changes in our reimbursement model that will incent our medical care teams to keep patients as healthy as possible



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