Evidence-Based Planning Process (EPP)

Strategic Planning

Ormella Cummings, Ph.D.
Chief Strategy Officer
Key Processes

- Evidence gathering and analysis
- System goal development and approval
- Organizational alignment and deployment
- Action plans
- Budget
- Workforce alignment
Workforce Alignment

- **NMHS Goals**
- **Entity/Facility Goals**
- **Work Unit Goals**
- **Employee Goals**

- **NMMC Service Line Goals**
Key EPP Participants

- Board of Directors
- Senior Leadership Team
- Employees
- Department Leaders
- Physicians

Community
National, regional and local healthcare trends
Previous EPP Evaluations
Stakeholder Feedback
• What do we do well?
• What do we not do well?
• Biggest unmet health need?
• If you could change one thing?
• What are we known for?
What NMHS Does Well

- Quality Care
- Community Service
- Physicians/Staff
- Customer Service
- ER Improvements
EPP Step Two

**Strengths**
- Engaged Workforce

**Weaknesses**
- Aging Workforce

**Opportunities**
- Population Health

**Threats**
- Medically Underserved

and Entity Surveys
EPP Step Three

- Analyze evidence for CSF trends
- Identify challenges and performance opportunities
EPP Step Four

Leadership Planning Retreat
✓ MVV Validation
✓ Prioritize CSF-based challenges and strategic objectives
EPP Step Five

Strategic Plan (SP) and Action Plan (AP) Vetting and Approval Process
Deployment Begins

- Tupelo
- Eupora
- Hamilton
- Iuka
- Pontotoc
- West Point
- Clinics
Operational Retreats

Align and communicate goals
Develop multi-level cascading SPs/APs
• Allocate resources
• Finalize budgets
• Approve SPs/APs
EPP Step Eight

- Develop work processes and measures
- Translate to employee performance plans
- Execute plans
Financial Results

Only health care organization in MS or AL with a S&P AA credit rating

Not-for-Profit Health Care Ratings Distribution 2011 per Standard & Poor's

Data Source: Standard & Poor's U.S. Not-for-Profit Health Care System Fiscal 2010 Median Ratios Publication
NMHS is 13% higher than primary competitor and 8% higher than all other hospitals combined.

Data Source: Mississippi State Dept. of Health
Panel Members and Contact information

• Steve Altmiller
  President of NMMC - Tupelo
• Dr. Lee Greer
  Chief Safety and Quality Officer
• Donald Jones
  Administrator

Contact information: 662-377-3193
www.nmhs.net/Baldrige2012.php