

Strategically Aligning the Medical Staff/Credentialing Office with Your Institution's Vision/Mission/Goals

The goal of this session is to integrate your office vision/mission/goals into your organization's mission or strategic plan. If your office doesn't have a mission statement or goals, those that have one be ready to share out loud and give ideas for others to develop theirs!

At the end of this session, participants will be able to:

- Develop a mission statement for their office that complements their organization's mission statement
- Understand tools to use to develop an office strategic plan (SWOT, Scenario Planning, etc.)
- Develop action plans for mission attainment and methods to assess progress towards goals
 - Identify steps to ensure effective execution of the plan in a timely manner
 - Identify data points for monitoring purposes

We will have a 10-minute brainstorming session to develop action plans and assessment methods (see bullet 3 above)

Mission Statement Style Template

Who – Define Your Office – Your Cause?

What – What is your Office dedicated to? What we do?

How – What Are Your Five Pillars of Excellence: People, Service, Quality, Finance, Growth Requirements?

For – To Whom Are You Dedicated?

Where – Are you based and or operate (geographical Information)

Why – Who Benefits from what you do? – Our Impact?

Example of
SWOT

WAMSS – May 2014
Strengths, Weaknesses, Opportunities, Threats

STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
CE's	Communication	Alliances	Burn out
Conferences	Conference location!!!	Best Practice Sharing	Funding
East and West	Employer support	Chapters share info/mtg	Lack of employer support
EBlasts	Lack of membership	Increase lending library	Lack of participation
Leadership opportunities	Lack of recognition	Leadership	Low membership
Networking	Less use of member's expertise	Mentoring	NAMSS support
Opportunity to learn	Mentoring (lack of)	Networking	Other associations
Resources	More clinic topics	Policy sharing	Stagnation
Sharing CE Opportunities	Networking	Promote more standardization	Travel budgets
Support	New Members on Board	Recruitment	
WPA	Not sharing EBlast results	Strategic	
	PI Articles	Transparencies (info sharing)	
	Rounded	Video Conferencing	
	Website functionality		

Pillar Framework

Service	Quality	People
<ul style="list-style-type: none"> • Reduced claims • Reduced legal expenses • Reduced malpractice expenses • Physician Satisfaction • Patient Satisfaction 	<ul style="list-style-type: none"> • Improved clinical outcomes - decreased nosocomial infections • Reduced medically unnecessary days and delays • Reduced re-admits • Reduced medication errors 	<ul style="list-style-type: none"> • Reduced turnover • Reduced vacancies • Reduced agency costs • Reduced overtime • Reduced physicals and cost to orient

Finance	Growth	Community
<ul style="list-style-type: none"> • Improved operating income • Decreased cost per adjusted discharge • Improved collections • Reduced accounts receivable days • Reduced advertising costs 	<ul style="list-style-type: none"> • Higher volume • Increased revenue • Decreased left without treatment in the ED • Reduced outpatient no-shows • Increased physician activity 	<ul style="list-style-type: none"> • Increased philanthropy

Examples

Example What you could include under each pillar

SERVICE	Post scores and information relating to satisfaction levels of various groups: patients, physicians, and other departments.
QUALITY	List quality indicators for each department, the goal for each indicator, and the current status of each indicator.
FINANCE	Includes information about how both the individual department and entire organization are doing to provide everyone with a useful snapshot of the financial bottom line.
PEOPLE	Post information about new hires, turnover, and overtime. Include ideas to help employees see the impact they, the people in the trenches, have in the department.
GROWTH	Include data on the number of patients being seen and where improvements are needed. Offer suggestions for reducing the number of people who leave the emergency department without being seen or no-shows in outpatient units.

Example

MSS Work plan 2018	staff assigned	Tracking / Due dates	Current Month % complete	Year end %
Meet Dept. Budget/or Under	Kati	Monthly	under	17.7 under
2nd check ENR and Recred tracking	Carina, Carmen	Monthly	100%	100% complete, 20% error rate found
Elil/lean work	MSS team	bi monthly	50%	100%
Privilege list revamp	Debbie	Monthly	70%	70%
OPPE/DNV MS 9 Standards project	Kati/Carmen/QA			
		May-18	100%	100%
		Oct-18	33%	75%
Kaizen completed				
Propose contracting to implementation Kaizen-approval to begin	Kati	Feb-18	100%	100%
Kaizen planning and processing		Aug-18	95%	100%
DSHS Non-WA state Project completion				
Begin project and streamline guidesheet(2/18)		Jan-18	100%	100%
Reasses initial and revalidation needs approve forward plan with Rev Cycle		Jun-18	100%	100%
Determine FTE needs			na	na

low volume and apc still needed