

Vital Few System Goals - Our Journey from Good to Great



CULTURE / PEOPLE

Creating an engaged workforce

SERVICE

Create a consistently exceptional TriHealth patient experience

SAFETY / QUALITY / POPULATION HEALTH

Offering exceptional quality to every patient, every time

FINANCE

Focusing on expense management effectiveness

GROWTH

Expanding the population served and revenue generation

New Hire All Turnover – All

Every team member is an investment! Each one who leaves—either voluntarily or involuntarily—disrupts the continuity of care and service, creates additional work for the team, and impacts our bottom line with repeated recruiting and hiring expenses.

Physician Engagement – Ambulatory / TPP

There is a direct correlation between physician engagement and how care and service is being delivered to those who depend on us. Highly engaged workforces have highly engaged customers (patients, families, and clients).

HCAHPS

Measures a patient’s experience with a hospital inpatient stay.

CGCAHPS

Measures a patient’s experience with an office visit.

EDCAHPS

Measures a patient’s experience with an emergency department visit.

Falls w/ Harm

Every year hundreds of thousands of patients fall in hospitals and ambulatory clinics resulting in additional treatment and sometimes extended inpatient stays. Focusing on falls with harm supports our commitment to zero harm in all TriHealth locations.

Hospital Acquired Infections

Infections are a significant cause of illness and death. HAIs can have devastating medical, emotional, and financial consequences. In a high reliability organization, many infections are preventable through rigorous implementation of patient care practices and procedures.

Operating Margin

In this extraordinary covid-19 environment--- where demand and revenue will be both difficult to predict and highly variable—we will discharge our financial stewardship responsibility by managing our costs to our volume and revenue which is best measured through operating margin. Operating Margin will be the metric for measuring expense management effectiveness and our target will be to match costs to revenue---or breakeven.

System Net Revenue

System Net Revenue is the money our organization receives for providing services to our patients. To calculate net revenue, charges are adjusted for discounts and allowances. In addition to patients, there are other sources of revenue streams, such as property and joint ventures. The goal is to maximize revenue because it is a key driver of operating margin, which is how we generate the resources to invest and fund our future, including our facilities, operations, and people.

Team Member Engagement

There is a direct correlation between team member engagement and how care and service is being delivered to those who depend on us. Highly engaged workforces have highly engaged customers (patients, families, and clients).

Top Box Overall Satisfaction Composite Score

Patient experience rules in today’s healthcare world. Consistently delivering the best patient experience means our patients are more likely to achieve better health outcomes and continue to receive their care from TriHealth, while inconsistent or average experiences can drive patients to other health systems. Higher patient experience measures also directly impact our reimbursement rates from payers.

Care Consolidation

Retaining care within our system’s high value network allows for active management of care — resulting in delivering the right care in the right way; producing the right outcomes and less variation — something not possible when care is delivered elsewhere.

TPP wRVUs Volume (all)

Worked RVUs (Relative Value Unit) measure the amount of completed work (provider time, skill, and effort). This is an accepted standard to quantify and compare productivity of providers. TPP wRVUs are a major driver of our hospital business. wRVUs are calculated from provider office visits, consults, and surgical procedures. By proactively managing our patients through population health and care consolidation efforts, we can help drive more patients to choose TriHealth for their physician care.