## **WSMC's Baldrige Performance Excellence Grid**

## **Mission**

Mission: Providing Quality Care Close to Home

Values: Compassionate Care, Commitment to Community, Teamwork and Communication, Excellence Everyday, Stewardship **Vision:** West Shore Medical Center will be the health care provider of choice for the greater Manistee area.

**Vision** 

Strategic Imperative #1 Quality and Safety	Leadership Communicate benefit Communicate expectations & accountability Provide/Sustain resources Adhere to law, regulation, standards Create environment for engagement and learning	Strategic Planning Develops strategies close gap between i and vision Implements strategy action plans Evaluates/Adapts st Set SMART Goals Projects future environment	to nission	<ul> <li>Customer Focus</li> <li>Who are the Customers of this initiative?</li> <li>What do they expect?</li> <li>How do you listen and learn from them?</li> <li>Engage them?</li> </ul>	Measurement, Analysis, and Knowledge  Set goals based upon established best practice Best practice comparison Internal data collection & review process	Workforce Focus Who will do this? How will we recruit them? Train them? Retain them? Alignment of goals with performance management system?	Operations Focus What are the core operational processes? How do we design, manage and improve them? What are the customer requirements of these processes?	Results  How will we know if we are realizing our vision?  Have we achieve the goals set in our strategic plan for patient outcomes? Service?  Processes? Workforce?  Leadership? Finance?
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Strategic	Leadership	Strategic Planning	Customer Focus	Measurement, Analysis, and	Workforce Focus	Operations Focus	Results
_	<ul> <li>Communicate benefit</li> </ul>	<ul> <li>Develops strategies to</li> </ul>	<ul> <li>Who are the Customers</li> </ul>	Knowledge	<ul> <li>Who will do this?</li> </ul>	<ul> <li>What are the core operational</li> </ul>	How will we know if we
Imperative	Communicate	close gap between missio	of this initiative?	<ul> <li>Set goals based upon</li> </ul>	<ul> <li>How will we recruit</li> </ul>	processes?	are realizing our vision?
#2	expectations &	and vision	<ul> <li>What do they expect?</li> </ul>	established best practice	them?	<ul> <li>How do we design, manage</li> </ul>	<ul> <li>Have we achieve the</li> </ul>
	accountability	<ul> <li>Implements strategy –</li> </ul>	<ul> <li>How do you listen and</li> </ul>	<ul> <li>Best practice comparison</li> </ul>	<ul><li>Train them?</li></ul>	and improve them?	goals set in our strategic
	<ul> <li>Provide/Sustain resources</li> </ul>	action plans	learn from them?	<ul> <li>Internal data collection &amp;</li> </ul>	<ul><li>Retain them?</li></ul>	<ul> <li>What are the customer</li> </ul>	plan for patient
Patient	<ul> <li>Adhere to law, regulation,</li> </ul>	<ul> <li>Evaluates/Adapts strategy</li> </ul>	<ul><li>Engage them?</li></ul>	review process	<ul> <li>Alignment of goals with</li> </ul>	requirements of these	outcomes? Service?
Experience	standards	<ul> <li>Set SMART Goals</li> </ul>			performance management	processes?	Processes? Workforce?
Lybellelice	• Create environment for	<ul> <li>Projects future</li> </ul>			system?		Leadership? Finance?
	engagement and learning	environment					
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Strategic	Leadership	Strategic Planning	Customer Focus	Measurement, Analysis, and	Workforce Focus	Operations Focus	Results
Imperative #3 Access	Communicate benefit     Communicate     expectations &     accountability     Provide/Sustain resources     Adhere to law, regulation, standards	Develops strategies to close gap between missic and vision     Implements strategy – action plans     Evaluates/Adapts strategy     Set SMART Goals	<ul><li>What do they expect?</li><li>How do you listen and learn from them?</li></ul>	Knowledge     Set goals based upon established best practice     Best practice comparison     Internal data collection & review process	<ul> <li>Who will do this?</li> <li>How will we recruit them?</li> <li>Train them?</li> <li>Retain them?</li> <li>Alignment of goals with performance management</li> </ul>	<ul> <li>What are the core operational processes?</li> <li>How do we design, manage and improve them?</li> <li>What are the customer requirements of these processes?</li> </ul>	<ul> <li>How will we know if we are realizing our vision?</li> <li>Have we achieve the goals set in our strategic plan for patient outcomes? Service?</li> <li>Processes? Workforce?</li> </ul>
	Create environment for engagement and learning	Projects future environment			system?	processes.	Leadership? Finance?
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		\$					
	Communication Plan	Strategic Plan Budg	Customer Service Ethic & Plan	PI Plan and Information Flow	HR Plan	PI Plan & Facility Plan	Corporate, Departmental, and Medical Staff Balanced scorecards