

WSMC's Baldrige Performance Excellence Grid

Mission

Vision

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.

Strategic Imperative #1 Quality and Safety	Leadership	Strategic Planning	Customer Focus	Measurement, Analysis, and Knowledge	Workforce Focus	Operations Focus	Results	
	<ul style="list-style-type: none"> Communicate benefit Communicate expectations & accountability Provide/Sustain resources Adhere to law, regulation, standards Create environment for engagement and learning 	<ul style="list-style-type: none"> Develops strategies to close gap between mission and vision Implements strategy – action plans Evaluates/Adapts strategy Set SMART Goals Projects future environment 	<ul style="list-style-type: none"> Who are the Customers of this initiative? What do they expect? How do you listen and learn from them? Engage them? 	<ul style="list-style-type: none"> Set goals based upon established best practice Best practice comparison Internal data collection & review process 	<ul style="list-style-type: none"> Who will do this? How will we recruit them? Train them? Retain them? Alignment of goals with performance management system? 	<ul style="list-style-type: none"> What are the core operational processes? How do we design, manage and improve them? What are the customer requirements of these processes? 	<ul style="list-style-type: none"> 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 Imperative #2 Patient Experience	Leadership	Strategic Planning	Customer Focus	Measurement, Analysis, and Knowledge	Workforce Focus	Operations Focus	Results	
	<ul style="list-style-type: none"> Communicate benefit Communicate expectations & accountability Provide/Sustain resources Adhere to law, regulation, standards Create environment for engagement and learning 	<ul style="list-style-type: none"> Develops strategies to close gap between mission and vision Implements strategy – action plans Evaluates/Adapts strategy Set SMART Goals Projects future environment 	<ul style="list-style-type: none"> Who are the Customers of this initiative? What do they expect? How do you listen and learn from them? Engage them? 	<ul style="list-style-type: none"> Set goals based upon established best practice Best practice comparison Internal data collection & review process 	<ul style="list-style-type: none"> Who will do this? How will we recruit them? Train them? Retain them? Alignment of goals with performance management system? 	<ul style="list-style-type: none"> What are the core operational processes? How do we design, manage and improve them? What are the customer requirements of these processes? 	<ul style="list-style-type: none"> 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 Imperative #3 Access	Leadership	Strategic Planning	Customer Focus	Measurement, Analysis, and Knowledge	Workforce Focus	Operations Focus	Results	
	<ul style="list-style-type: none"> Communicate benefit Communicate expectations & accountability Provide/Sustain resources Adhere to law, regulation, standards Create environment for engagement and learning 	<ul style="list-style-type: none"> Develops strategies to close gap between mission and vision Implements strategy – action plans Evaluates/Adapts strategy Set SMART Goals Projects future environment 	<ul style="list-style-type: none"> Who are the Customers of this initiative? What do they expect? How do you listen and learn from them? Engage them? 	<ul style="list-style-type: none"> Set goals based upon established best practice Best practice comparison Internal data collection & review process 	<ul style="list-style-type: none"> Who will do this? How will we recruit them? Train them? Retain them? Alignment of goals with performance management system? 	<ul style="list-style-type: none"> What are the core operational processes? How do we design, manage and improve them? What are the customer requirements of these processes? 	<ul style="list-style-type: none"> 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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	Communication Plan	Strategic Plan	Budget	Customer Service Ethic & Plan	PI Plan and Information Flow Plan	HR Plan	PI Plan & Facility Plan	Corporate, Departmental, and Medical Staff Balanced scorecards

