



Ferry County Health

Strategic Plan

07.28.2020 – updated July 15, 2023

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Your Partner in Health

Ferry County Health
36 Klondike Rd
Republic, WA 99166

1. Culture of Ownership

Goal

Culture of Ownership. Employees feel empowered to solved problems and take initiative, demonstrate leadership, and are engaged.

Objectives

1. Training at 95% at Go-Live:

[Ferry County Primary Dashboard & Project Schedule](#)

- [Encounters & Trainings](#): 90%
- [Data Gathering](#): 100%
- Dictionary Build: 92%
- Dictionary Validation: 92%
- Workflow Validation: 88%
- End User Training 90%

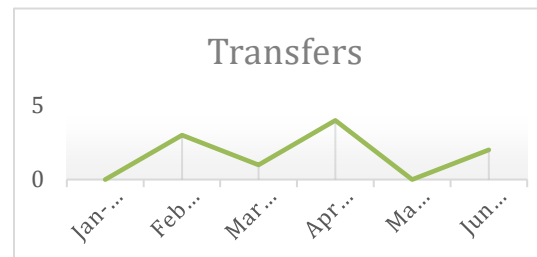
2. Employees participate on committees and events

- Employee Council revived and participation is great!
- Another committee coming is the new product committee, we will watch and monitor participation.
- We have also revived the Safety/EOC meeting to include floor staff rather than management.

3. Survey Results – Employees are engaged

- Survey results are high, estimated 70%
- Task force met but only identified Communication & Safety.
- New survey coming out to gauge the culture. We will have some initiatives that come out of that.

4. Volume of internal movement has increased. Below is the chart for internal movement. We will be monitor growth in terms of education and roles in 3rd quarter





2. Improve Communication

Goal

Communication with patients, staff, and the community will improve.

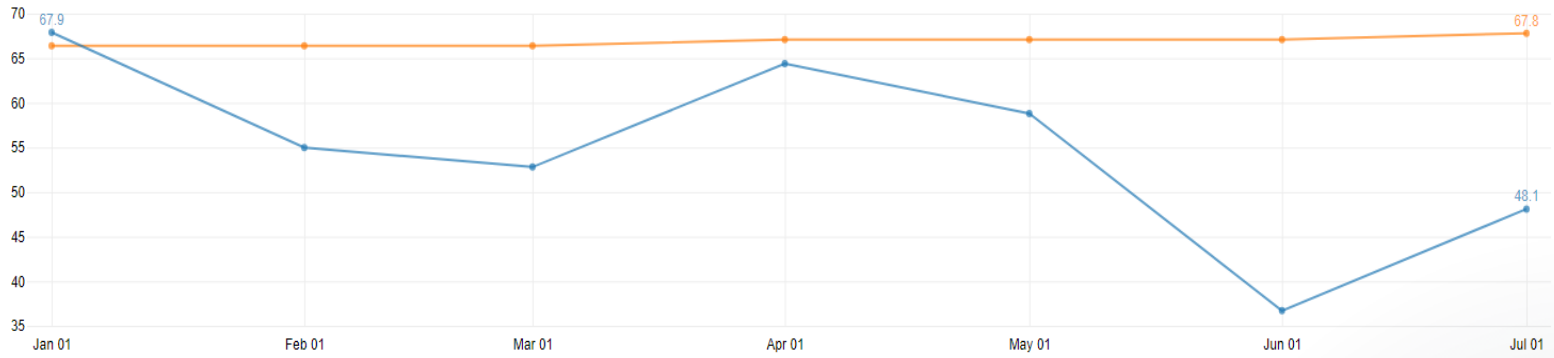
Objectives

1. Communication with patients will improve by 15% as measured by NRC data survey results from “Told when to expect results” and “My care provider explained things.”
2. Communication with staff will improve and be measured by employee survey results and task force for improvement.
 - Task force met to review Communication results. Administration to managers is improved, and data dump is helpful, but communication between departments and from managers to staff is still needing improvement.
3. Communication with the community will improve as measured by telephone response time

Respondents 287

Benchmark % of Positive

Told when to expect results

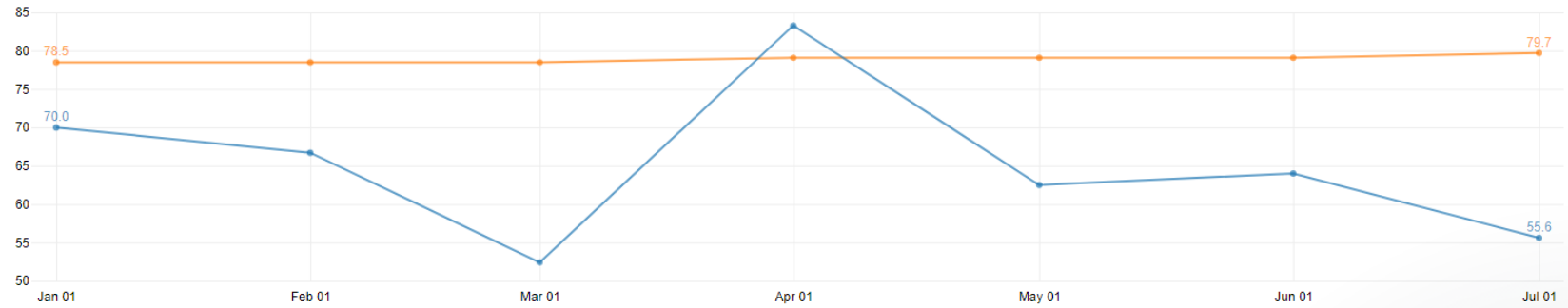


	Jan 01	Feb 01	Mar 01	Apr 01	May 01	Jun 01	Jul 01
% of Positive	67.9 n = 28	55.0 n = 20	52.8 n = 36	64.4 n = 59	58.8 n = 68	36.7 n = 49	48.1 n = 27

Respondents

Benchmark % of Positive

Care providers explain things



	Jan 01	Feb 01	Mar 01	Apr 01	May 01	Jun 01	Jul 01
% of Positive	70.0 n = 10	66.7 n = 15	52.4 n = 21	83.3 n = 18	62.5 n = 24	64.0 n = 25	55.6 n = 18



3. Updated Infrastructure

Goal

In one year, the Executive Team will have determined whether they will move forward with a remodel of the current structures, or if a new build is warranted).

Objectives

1. Determination has been made to move forward with Master Facility Plan
2. Pre-application and feasibility started to determine financing and phasing of project
3. Communication Plan Draft set in motion