Vanderbilt Pillar Goals

2006 Goals

**PEOPLE**

Vanderbilt is a great place to work and will be on Fortune 100 Best Employer list by 2007.

2006 Goals:
- Reduce our turnover rate by 10%
  - Overall to 13.5%
  - Nursing to 9.8%
- Elevate our new hire employee retention after 18 months to 65%.
- Elevate our employee satisfaction in all Survey Domains:
  - Employee Domain - 4.0
  - Manager Domain - 4.0
  - Organization Domain - 4.0
  - Commitment Indicator - 4.15

**SERVICE**

We will continuously improve how we serve others.

2006 Goals:
- Elevate “excellent” patient satisfaction scores
  - Overall quality of care by 5 percentage points
  - Likelihood to recommend by 5 percentage points

**QUALITY**

We will provide safe and high quality preventive, acute, and chronic patient care.

2006 Goals:
- Mortality rate - .85 of expected
- Perform above 50th percentile in all publicly reported clinical quality measures
- Establish baseline for medication errors

**GROWTH**

We will be the leading provider of health care services in the region.

2006 Goals:
- Patient volumes
  - In-patient admissions will meet or exceed budget
  - Out-patient visits will meet or exceed budget
  - Surgical operations will meet or exceed budget
  - Emergency Department visits will meet or exceed budget
- Increase sponsored research by 10%
- Increase high-volume referring physicians by 5%

**FINANCE**

Vanderbilt financial resources attract world class faculty, staff, and students to heal, teach, and discover in state of the art facilities.

2006 Goals:
- Increase net revenue
  - Hospitals and Clinics $1.07 billion or more
  - Vanderbilt Medical Group $273.4 million or more
- Increase net income to $46 million
- Save 5% of cash flow