

June 26, 2020

Magnet® Minute

Mission /Vision/Values/Strategic Plan



The strategic priorities in our Phelps Patient Care Services/Nursing Strategic Plan align with, address and advance the Mission of Northwell Health

Our three promises

Our brand is our promise to our consumers, our Culture of C.A.R.E. is our promise to our patients, and our employee promise is simply our promise to one another.

Our Mission
To improve the health and quality of life for the people and communities we serve by providing world-class service and patient-centered care.

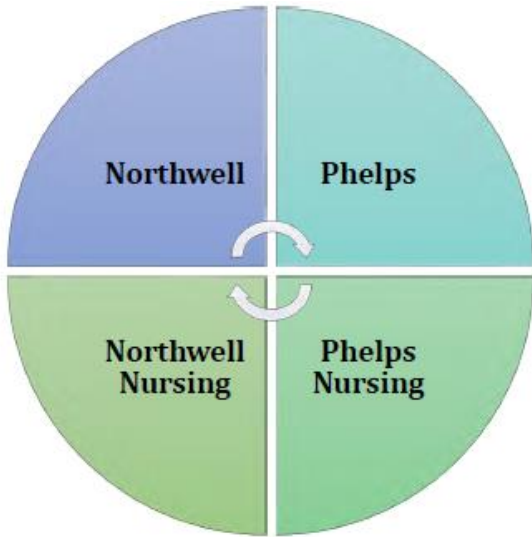
Our Vision & Our Brand Promise
Transformative leadership driving the future of health, wellness, and quality of life.

Our Employee Promise
It's our promise to each other. It's what you get, for what you put in. Built by the people for the people.

Culture of C.A.R.E.
Experience is at the heart of what we do. Culture of C.A.R.E. is our foundation grounded in **Connectedness, Awareness, Respect and Empathy**. It's how we deliver on the expressed and unexpressed needs of our patients and families.

Our Values

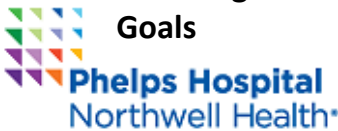
- Truly Compassionate**: Every moment matters. We're passionate about caring for our patients, our communities and each other, keeping everyone safe and well.
- Truly Innovative**: We never settle. We're pioneers, always curious in our everyday tasks and our quest to shape the future of health care.
- Truly Ambitious**: It's our ambitious spark that changes lives. We seek integrity and excellence, while taking every opportunity to spread our wings and redefine what it means to work in health care.
- Truly Together**: We rely on each other. We couldn't do it on our own, and trust each other to perform seamlessly as one.
- Truly Ourselves**: We are all unique. We stand united, proud and respectful, always celebrating our differences.



The Nursing Strategic Plan embodies the mission & overarching goals of both the Northwell Health System and Phelps Hospital. It is grounded in our professional practice model and Quality & Safety plan “to develop and sustain an environment of professional excellence in nursing practice in concert with the Hospital’s mission”.

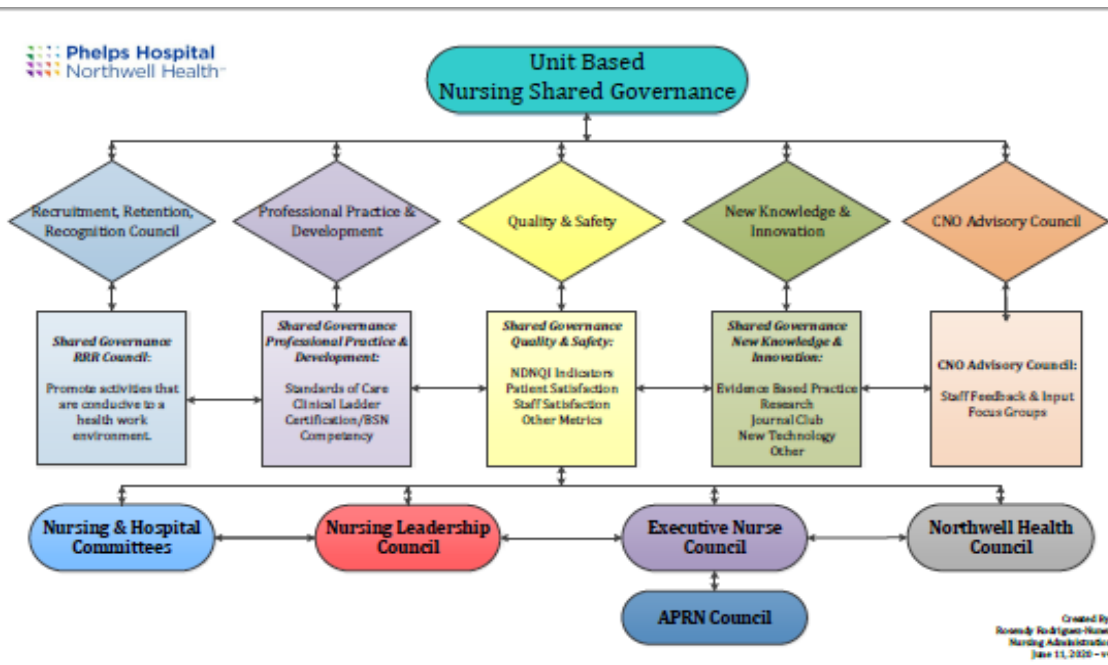
Strategic Plan Organizational Goals 2019

“Nursing’s mission, vision, values and strategic plan must align with the organization’s priorities to improve the organization’s performance”. That is, our unit & service goals are aligned with Phelps and Northwell Organizational Goals



People	Service	Quality	Finance	Efficiency
Achieve score of 4.20 on employee engagement survey	Achieve Top Box Percent of 80.0 for 'Likelihood to Recommend Phelps'	Reduce or Eliminate Hospital Acquired Illness and Injury CLABSI and CAUTI: 0.28	Achieve \$10.164M Operating Income	Excess day reduction of (278) days ED Admits: Decision to Depart 132min

Our shared governance council structure enables Registered Nurses from all settings and roles to participate in organization and unit level decision-making. Each unit council has a charter which documents the structure (membership), operations and goals of the council. The importance of the councils in professional activities, collaborative decision-making and patient outcomes is emphasized.



In other words....our **strategic plan** illustrates the priorities of the patient care services team, as guided by the **mission, vision, and values** of Phelps Hospital. Our strategic plan aligns with the **values of our Professional Practice Model**. Together we strive to provide the best possible work environment to support delivery of the highest quality care for our patients and their families.

Think about your personal and unit-specific goals which are aligned with those of the organization.

Please contact Judy Dillworth, Magnet Program Director at x3509 if you have any questions.

The Magnet® Model : an infrastructure for excellence

