**2021/22 FY Patient Care Services Goals**

**PHILOSOPHY:** WHAT WE BELIEVE

We, The Nurses of UCDMC Believe that our mission is to provide science-based, technologically precise, compassionately delivered nursing care; Define nursing as a scientific discipline that takes a holistic approach to the diagnosis and treatment of potential and actual responses to illness with a goal of lessening the effects of illness, promoting comfort and healing, and assisting patients to achieve an optimal level of self-care; Practice in a dynamic university medical center that promotes ongoing learning for all health professionals; Strengthen our practice through a commitment to innovation and nursing research; Accept professional accountability to patients, families and the community; Recognize the uniqueness of each person, and respect, protect and advocate for the individual's right to self-determination, self-expression, confidentiality and dignity; Believe that we best serve through collaboration with other health care professionals who join with us in treating and advocating for those who need our nursing care; Believe that the relationships we build have an inherent capacity to promote health, healing, and wholeness; Commit ourselves to support, acknowledge and nurture one another, thereby creating an environment of mutual respect and caring.

**MISSION:** WHY WE ARE HERE

Provide science-based, technologically precise, compassionately delivered patient care.

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<tr>
<th>LOVE</th>
<th>COMPASSION</th>
<th>COURAGE</th>
<th>INTEGRITY</th>
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<tbody>
<tr>
<td>VALUES: HOW WE SHOW UP</td>
<td>Extraordinary Love, Compassion, Courage, Integrity, in Every Situation</td>
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<td>We build relationships grounded in inclusivity, patience, kindness, and gratitude. In our teams and work, we bring our whole selves in an authentic and caring spirit and encourage others to do the same.</td>
<td>We provide empathetic and compassionate care of ourselves and others through attentiveness, wondering, following and holding, maintaining dignity and value while developing human relationships.</td>
<td>We stay true to our values, even in the face of risk or loss. We speak up. We do this all in the service of personal and organizational integrity.</td>
<td>We work to make decisions and meet challenges with integrity, working together to resolve issues and maintain high standards of professionalism, trustworthiness, goodness, decency, honor, and respect.</td>
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<th>BEST PEOPLE &amp; PRACTICE ENVIRONMENT</th>
<th>BEST PATIENT EXPERIENCE</th>
<th>BEST QUALITY</th>
<th>BEST FINANCIAL STEWARDSHIP</th>
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<tr>
<td>4 Bs (STRATEGIC OBJECTIVES): HOW WE DO IT</td>
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<td>Our work and practice environment attracts &amp; retains the best people</td>
<td>We deliver exceptional, patient centered care with each patient interaction</td>
<td>We have exceptional clinical and performance outcomes</td>
<td>We have the resources to pursue the fulfillment of our Mission &amp; Vision</td>
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**PROFESSIONAL GOVERNANCE GOALS: HOW WE GET THERE**

- Strengthen structural empowerment through advancing our professional governance and nursing professional practice
- Focus on issues and support of valuing diversity, equity, and inclusion as integral to the care to our colleagues, patients and their families
- Recognize all members of the interprofessional team for their collegiality and contributions to their practice, the team, the patient, the hospital, and community
- Increase the percentage of eligible staff with specialty certifications
- Engage staff in competency management design process
- Collaborate with interprofessional colleagues on organization-wide workplace violence prevention initiatives
- Strive for Practice Transition Accreditation Program for APP Fellowship programs
- Elevate nursing practices related to patient and family centered care and staff engagement leading to a patient centered experience
- Enhance role of patients and families in decision making
- Involve patients and families in care delivery design and evaluation
- Outperform national benchmarks relevant to patient experience indicators
- Host patients and/or families to share their experience at department meetings
- Develop and refine nursing’s strategic outreach with external partners
- Advance age friendly care delivery to older adults through implementation of evidence-based practices
- Increase participation in substance use navigator program
- Enrich exemplary professional practice by advancing our relationship-based culture and culture of safety
- Build an evidence-based collaborative network designed to support safe patient transitions throughout the care continuum
- Increase the number of departments with national award recognition
- Utilize data and evidence to support decision making, drive practice and achieve empirical quality outcomes
- Outperform national benchmarks of select nurse sensitive indicators
- Reduction in medication administration errors
- Reduce severe sepsis related mortality
- Reduce surgical site infection rates
- Grow palliative and hospice programs
- Optimize evidence-based capacity management through a person-centric approach to patient throughput
- Focus on sustainability by reducing waste via nursing workflow and green materials-management practices
- Optimize the capture of reimbursable services by APPs
- Increase all interfacility tertiary & quaternary transfers
- Increase percentage of patients discharged within 1-hour of orders and ready bed assignment
- Reduce the average Length of Stay
- Partner with Health Sciences Development to build a culture for philanthropy, catalyzing gratitude as the key ingredient in financial support for staff and programs improving patient health

**UNIT BASED PRACTICE COUNCIL GOALS: HOW WE SUPPORT PERFORMANCE EXCELLENCE**

**VISION:** WHERE WE ARE HEADED

The highest quality of patient care provided through the advancement of nursing practice.