**PERFECTING THE PATIENT CARE SERVICES STRATEGIC PLAN**

1. Enhance Performance on Measures Tied to Payment
   - **Redistribution of VBP Payments**
     - **Net Loss**
     - **Break-even**
     - **Net Gain**
     - **Top performers can earn back approximately 1.25% and 1.75% of total withhold**

   - **Hospital Payment**

2. Prevent Unnecessary Readmissions
   - Estimated Annual Labor Costs Attributable to Readmissions Within 30 Days
   - $12.2 M
   - Average 250- to 350-bed hospital will spend per year caring for patients who have been readmitted within 30 days

3. Pay the Appropriate Dollars per Worked Hour
   - **Could you further reduce incremental overtime pay?**
   - **Are you paying differentials that reflect the needs of the past market?**
   - **Are one-to-one attenders greatly contributing to overall labor spend?**

4. Flex Staffing to Actual Demand
   - Estimated Cost of Calling Off One Nurse

5. Innovate on the Inpatient Staffing Model
   - Rising Acuity and Cost Pressures Unsustainable
   - **MEDICARE CASE MIX INDEX**
   - **TOTAL RN COMPENSATION**

6. Elevate Role of Nurses in Outpatient Setting
   - **Projected Shortage of Primary Care Providers by 2015**

7. Achieve Zero-Defect for Preventable Complications
   - **Impact of Select HACs**
   - **LOS Without HAC**
   - **LOS Without CABG**
   - **LOS Without CABG**
   - **LOS Without HAC**

8. Embed Risk Assessment for Utilization into Staff Workflow
   - **Key Populations at Risk for Avoidable Hospital Utilization**
   - **19% of Medicare patients are readmitted within 30 days of discharge**
   - **17% of Medicare discharges are ambulatory-sensitive**

9. Preempt Unnecessary Hospital Utilization
   - **National ED Utilization**
   - **27% ED visits that could be treated in retail clinics or urgent care centers**

10. Distribute Siloed Patient Care Tasks to a Cross-Continuum Navigator
    - **Distilling New Cross-Continuum Nursing Roles**
    - 1. Inpatient Care Coordinator
    - 2. Comorbidity Chronic Disease Coordinator
    - 3. IT-Based Care Coordinator
    - 4. Non-Urgent Care Navigator
    - 5. Clinical Patient Guide
    - 6. Disease-Specific Chronic Care Coach
    - 7. Transition Partner

11. Drive Individual Accountability
    - **Underlying Components of Peak Performance**

12. Strengthen Interdisciplinary Collaboration
    - **Association Between Nurse-Physician Collaboration and Negative Patient Outcomes in ICU**

13. Position Nursing as a Best-In-Class Partner for IT
    - **Benefits of IT Integration to Nursing**

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**Key Nursing Objectives for Health Care’s Changing Future**

The success of these five health system priorities depends heavily on nursing. Read below to learn about 13 key patient care services objectives that hold the greatest promise for advancing these priorities and safeguarding hospital margins while elevating care quality.

- **MAXIMIZE REVENUE CAPTURE**
- **BEND THE COST CURVE**
- **EXPAND EFFECTIVE CAPACITY**
- **MANAGE CASE MIX**
- **HARDWARE COMMON PURPOSE**