

Positioning VVMC for the Future Our “Three Grand Strategies”

Senior Management Team worked tirelessly with the Board to develop our strategic plan

- Employing the IHI “Triple Aim” provided direction for our adoption of :

- 1. Performance**
- 2. Value**
- 3. Health**



Verde Valley Medical Center



Verde Valley Medical Center
Northern Arizona Healthcare

Not A Sustainable Trajectory

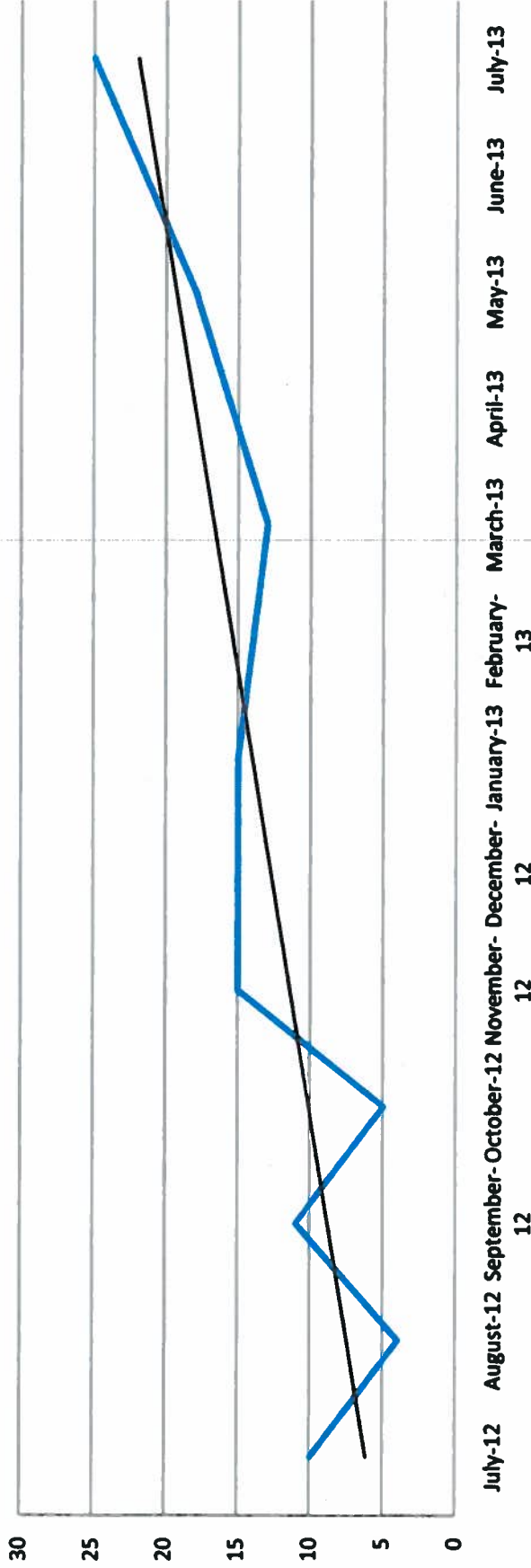
10 Imperatives for VVMC

1. Profitable Volume Growth
2. Rigorous & Transparent Revenue Cycle and Payor Contract Management
3. Updated/Transparent Pricing Strategies
4. Improved Cash Collection Practices
5. Disciplined Cost Management
6. Watchful Eye on Overhead Creep (VVMC & NAH)
7. Removal of Waste, Duplication, Inefficiency, and Customization
8. Greater Productivity in Medical Clinics
9. Alignment of IT Investments with Strategy and Operations/
Disciplined Business Planning
10. Staying Nimble – Proactive – Action & Results Oriented

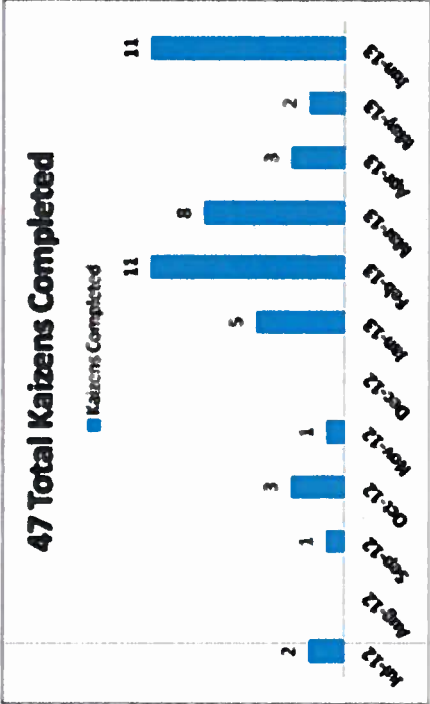


Lean Training

VVMC Lean Work class attendance FY 2013



| VVMC Lean Training | |
|---------------------------|----|
| Lean Work | 91 |
| Lean - service excellence | 10 |
| Lean IT | 5 |

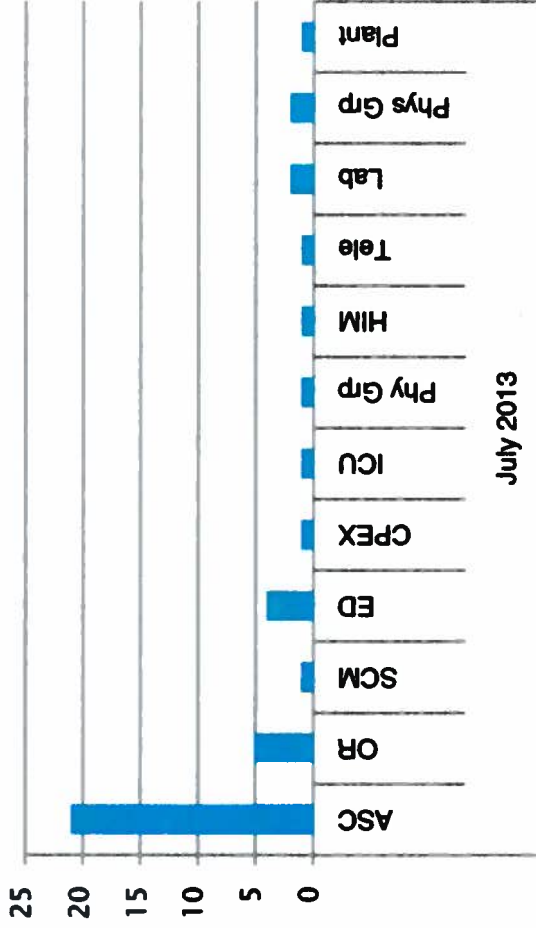


Kaizen Culture at VVMC

- 1 idea per employee per year
- Kaizen of the month
- Part of employee annual evaluation

1 Kaizen recorded in July 2013!

Kaizens By VVMC Department



Monthly Kaizen Counter

