

## *Caribou Memorial Hospital's Community Health Services Development Process*

Assessment Activities	Timeline	Staff	Activity Description
1) Primary Care Demand/Revenue Analysis	September	Linda Powell	Estimated annual primary care and specialty physician visits.
2) ICD – 9 Analysis	September	Linda Powell Hospital Administration	Estimated annual discharges by diagnosis for Caribou County Service Area.
3) CPT Revenue Analysis	September	Linda Powell Hospital Administration	Estimated annual revenue by hospital CPT codes.
4) Community Market Survey	July-August	Linda Powell  Hospital Board & Administration Public Relations Staff	Self reporting survey of Caribou County residents addressing satisfaction and concerns with clinic and health care clinicians.  Develop survey questionnaire Acquire survey mailing list Analyze and review survey results
5) Key Informant Interviews	August	Jack Donnelly Public Relations Staff	One-on-one interviews – Perceptions of 25-30 local residents regarding health care issues; clinic facilities, services, quality, and governance; and medical providers.
6) Community Wide Goal Setting Meeting	March	Linda Powell Public Relations Staff Hospital Board & Administration	Community Meeting – Facilitated discussion of CHSD process, short-term progress, issues and proposed solutions and future goals.
7) Employee Satisfaction Survey and Focus Group Interviews	December	Linda Powell	Survey completed by hospital employees along with interviews of key department heads to solicit their perceptions of what is working/what's not; what changes they feel would be beneficial to the organization; etc.



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Organizational Support Activities	Timeline	Staff	Activity Description
1) Recruitment training	May	Linda Powell Hospital Board & Administration	Provide assistance in the recruitment of an administrator and financial officer.
2) Financial Assistance	April – November	Dave Berk	Provide assistance in financial arenas including the development of current financial statements, review of all aspects of financial management and systems, and provision of training.
3) Teambuilding	February	Dr. Larry Vickman	Provide session to help improve relations between medical staff, board, and administration.
4) Foundation Development/Fund Raising	March	Susan Fenger	Provide training and technical assistance in fund raising and marketing.
Planning Activity	Timeline	Staff	Activity Description
1) Review of Assessment Findings	January	Linda Powell Hospital Board & Administration	Presentation of assessment findings. Discussion of data usage to improve health care delivery system.
2) Mission Statement Development and Vision Creation	January	Linda Powell Carol Taylor Hospital Board & Administration	A mission statement distinguishes your business from others, making clear what is unique about what you do. It tells, from the customer's perspective, what you offer. A vision is a powerful mental image of what the future could hold. It is a framework for what you want to create, which guides decisions and commitments for action.
3) Strategic Plan Development	April	Linda Powell Hospital Board & Administration	Facilitated discussion to develop an action plan of goals and strategies based on assessment findings, mission and vision.



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