

"Delivering the best health care
is a result of the best planning."

Gary Langston, M.D.
PRESIDENT OF THE JPS MEDICAL STAFF

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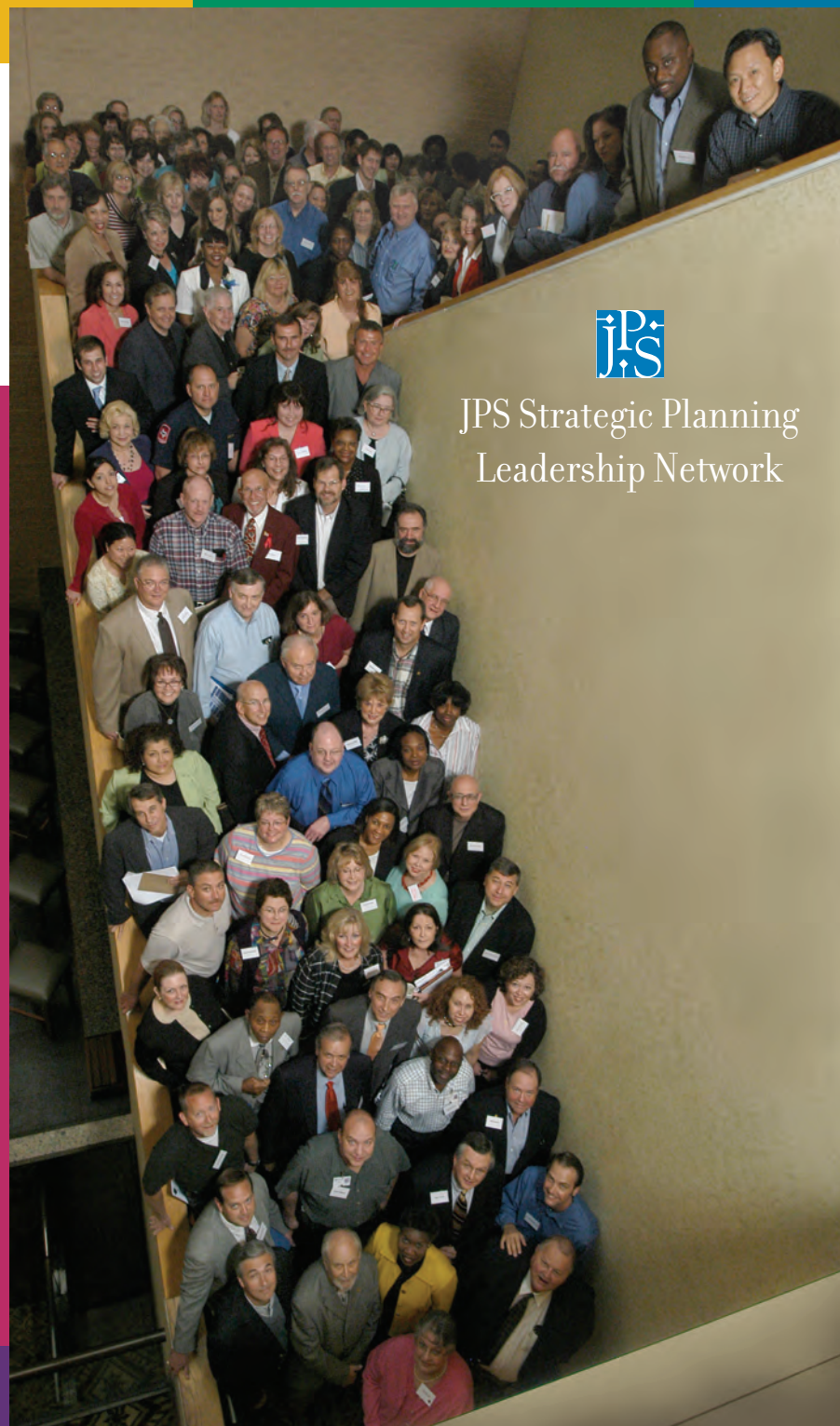
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JPS Strategic Planning
Leadership Network

Listening to the community...



...and how it effects Tarrant County.



www.jpshealthnet.org

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System Planning 2010



JPS HEALTH
NETWORK

WHY WE LISTENED.

We serve you. You are why JPS Health Network exists. You fund this network and its mission to improve the health status of the families and individuals in Tarrant County. We are committed to listening to the needs of the community – it is financially wise for all of us and, most importantly, it's the right thing to do.

“The Strategic Planning initiative is essential to making intelligent decisions on where and how the JPS organization progresses. I applaud JPS for their strategic planning initiative.”

Earl Cox / TRUSTEE, JOHN P. RYAN FOUNDATION

HOW WE LISTENED.

Listening isn't difficult if you go directly to the public – and that's what we did.

- Five town hall meetings were conducted throughout Tarrant County
- 30 focus groups representing the diversity of the county were held
- Community leadership participated in personal interviews
- In total, more than 900 members of the community participated in 2,700 hours of strategic planning activity

“It was what a town hall meeting should be.”

Carol Aidoo / TOWN HALL MEETING ATTENDEE

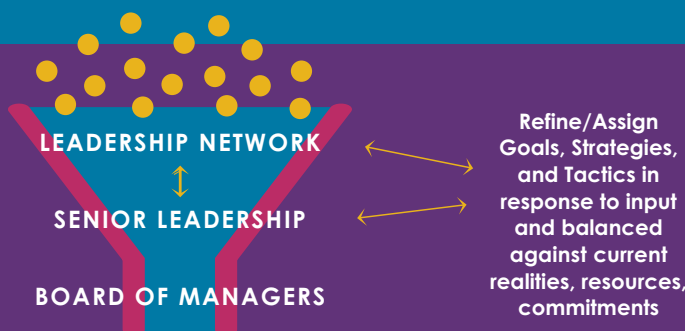
JPS Strategic Planning Approach

INPUT

- “Voice of Customer” – Stakeholder and Constituent Input (Interviews, Focus Groups, Town Hall Meetings)
- Status Report: Strategic Plan 2004-2007/Other Past Performance Data
- Environmental Scan

THROUGHPUT

- Kickoff
- Design Session
- Consensus Review



OUTPUT

- Approved Strategic Plan



WHAT WE DO NEXT.

If we only listen, then we fall short of our commitment – JPS now responds with an action plan that proves the value of listening.

Our strategic plan focuses on six core areas:

1. Enhance access and deepen community focus and brand
 - Provide “frictionless access” to JPS services that demonstrates commitment to and compassion for the community
2. Provide excellence in clinical care and customer value
 - Provide a world-class experience for patients, providers and staff that maintains the highest quality available
3. Promote a culturally sensitive and safe environment of care
4. Develop a collaborative partnership for excellence in medical education and research
 - Promote leading edge clinical research and education opportunities within the medical community
5. Support physician leadership and collaboration
 - Foster an organization that develops longstanding relationships with the medical community that enhances the delivery of quality services to the citizens of Tarrant County
6. Promote fiscal stewardship and technology
 - Maintain a fiscally responsible organization
 - Implement and utilize technology to support the clinical and business objectives of JPS