**STRATEGIC DEPLOYMENT: BI-DIRECTIONAL STRATEGY AND INFORMATION FLOW**

**True North Metrics:**
Refined and deployed to organization

<table>
<thead>
<tr>
<th>Quality</th>
<th>Safety</th>
<th>Care Experience</th>
<th>Developing People</th>
<th>Financial Stewardship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Mortality</td>
<td>Zero Harm</td>
<td>Patient Satisfaction</td>
<td>Develop Problem Solvers</td>
<td>Meet budget Goals</td>
</tr>
<tr>
<td>Reduce Readmissions</td>
<td>Zero Staff Injuries</td>
<td>Patient Access &amp; Flow</td>
<td>Staff Satisfaction</td>
<td>Decrease ALOS</td>
</tr>
</tbody>
</table>

**Tactical Teams:**
Develop A3 plans to engage staff in defining, monitoring, achieving targets

1. Transition into Building 25
2. Plan for and Implement an Integrated EMR
3. Network Growth Plan/Member Services
4. Aligning and engaging UCSF physicians in the SFGH strategic plan
5. Avoid preventable harm and mortality: W. Huen & T. Williams
6. Operationalize the Daily Management System
7. Optimize Patient Flow: Marks & Dentoni
8. Develop & Implement Care Experience Model: Critch;Johnson
9. Improve Access
10. Develop Leaders: Iman Nazeeri-Simmons
11. Business Intelligence Tools & Accountability

**Leaders:**
Coach and remove barriers

**Unit Teams:**
select and improve drivers to achieve targets

**Staff:**
empowered as problem solvers

**Unit Leadership Teams**
Departments – Committees – Task Forces – Units (Model Cells)

Staff implement PDCA to improve in daily work
POSSIBLE ORGANIZATION

True North Metric(s)
(Organization wide goals)

SFGH Strategic Plan

Aligning UCSF Providers with SFGH Strategic Plan

UCSF@SFGH Strategic Plan

UCSF Schools Strategic Plan

Chief Development

Financial Alignment

Medical Direction

Communication

Transition to Research Bldg

Community Relations

Education

Etc...

Align Vertically