Vanderbilt Pillar Goals

PEOPLE

Reduce turnover rate

Elevate retention

Elevate employee satisfaction

Elevate physician satisfaction

SERVICE

Elevate patient satisfaction
• Service satisfaction
• Medical care
• Would return
• Would recommend

QUALITY

Achieve lowest mortality rate

Perform in top 10% of clinical quality measures

Eliminate medication errors

GROWTH

Exceed patient volumes
• In-patient admissions
• Out-patient visits
• Surgical operations
• Emergency visits

Increase sponsored research

Expand referring physician base

FINANCE

Increase annual revenue: Hospitals and clinics Vanderbilt Medical Group

Increase annual net income

Save 5% of VMC cash flow

eleVate