Community hospitals earn strong support from the people they serve. But that's not enough to ensure their survival. Shaky finances and rusty operations are constant threats to viability and local control. With nearly two decades of experience protecting and preserving community-based hospitals, CHC offers support as well as solutions for managing operations and financial improvement. A strategic vision and help with regulatory compliance. Please call CHC today. Because your success is vital to your community.

Keeping the H in Hometown

Community hospitals are deeply rooted in the communities they serve. Still, they must advance with the times. CHC brings help where hospitals need it, providing onsite assistance with strategic vision, financial performance, operations, and regulatory compliance. Depending on your hospital's needs, CHC offers solutions ranging from consulting services to hospital management and ownership. If you don't know what your next move should be, please call CHC today.

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Help Where Hospitals Need It. Community Hospital Corporation owns, manages and consults with hospitals through three distinct organizations — CHC Hospitals, CHC Consulting and CHC Continue Care, which share a common purpose of preserving and protecting community hospitals.
OPERATIONAL ASSESSMENT in strategic planning

For operational assessment places on an operational foundation that will support an organization’s ability to achieve its goals. The key to this foundation is a strategic assessment that is focused on four key areas:

1. Financial
2. Financial
3. Financial
4. Financial

These areas are interrelated and must be addressed simultaneously to ensure effectiveness. The strategic assessment process focuses on the following:

1. Financial Health
2. Financial Performance
3. Operational Efficiency
4. Patient Satisfaction

The operational assessment provides the opportunity to:

- Identify areas of strength and weakness
- Establish priorities for improvement
- Determine the resources needed to achieve strategic goals

The assessment process begins with a thorough review of the organization’s current financial health, performance, and operational efficiency. This review is followed by a detailed analysis of patient satisfaction and the resources available to support strategic initiatives. The assessment concludes with a comprehensive plan for improvement that is aligned with the organization’s strategic goals.

FIVE KEY STEPS IN THE OPERATIONAL ASSESSMENT PROCESS

1. **Financial Health**
   - Review of financial statements and financial ratios
   - Analysis of revenue, expenses, and net income
2. **Financial Performance**
   - Assessment of performance metrics such as patient satisfaction, clinical outcomes, and financial performance
3. **Operational Efficiency**
   - Evaluation of operational processes and systems
   - Identification of areas for improvement
4. **Patient Satisfaction**
   - Survey of patient satisfaction
   - Analysis of patient feedback and outcomes
5. **Resource Availability**
   - Assessment of available resources
   - Identification of gaps and deficiencies

The operational assessment process is an integral part of the strategic planning process. It provides a clear understanding of where the organization stands and what steps are needed to achieve its goals. The process concludes with a comprehensive plan for improvement that is aligned with the organization’s strategic goals.

MEDICAL STAFF

- Physical therapist
- Medical staff
- Physician

CLINICAL SERVICES

- Efficiency and throughput
- Quality
- Patient satisfaction
- Resource distribution
- Financial

REVENUE CYCLE

- Payment
- Revenue cycle
- Financial

INFORMATION TECHNOLOGY

- IT infrastructure
- Financial
- Operational
- Strategic

OPERATIONS AND EXPENSE MANAGEMENT

- Financial
- Operational
- Strategic
- Mission, vision, and values

BUSINESS DEVELOPMENT AND STRATEGY

- Financial
- Operational
- Strategic
- Mission, vision, and values

TELE TOWNHALL

St. Luke’s Hospital, Cedar Rapids, Iowa

The board, senior leadership, the CEO, and executive leadership have undergone a strategic assessment to identify opportunities for improvement. The board, under the leadership of the CEO, has developed a comprehensive plan to address the organization’s financial health and performance. The plan includes a detailed analysis of the organization’s strengths and weaknesses, as well as a comprehensive strategy for improvement.

The tele-townhall is an opportunity for the organization to share this plan with its stakeholders and to gather feedback on how the plan can be best executed. The tele-townhall will be held on a regular basis, and the results of the strategic assessment will be updated quarterly.

GLENN ROBINSON

President & CEO
St. Luke’s Hospital

In this role, Dr. Robinson and his team are responsible for transforming St. Luke’s into a world-class, patient-centered, and community-focused hospital. The organization’s strategic focus is on improving patient outcomes, enhancing the patient experience, and increasing the organization’s financial health. The strategic assessment will help guide the organization’s efforts and ensure that the organization is on track to achieve its goals.

St. Luke’s Hospital
Cedar Rapids, Iowa

The success of the strategic assessment will be measured by its ability to improve patient outcomes, enhance the patient experience, and increase the organization’s financial health. The strategic assessment will be a continuous process, with regular reviews and updates to ensure that the organization is on track to achieve its goals.

There cannot be too much candor in the [operational assessment process]. It’s important to find people who will provide constructive feedback. It’s a matter of telling the truth. — Lee Ann Jarousse, President and CEO, St. Luke’s Hospital, Cedar Rapids, Iowa
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