

Strategic Themes, Long Term Plans 3-5 Years

Organizational Priorities, Short Term Plans 12-18 months

People First



Adopting the People First strategy for our Advanced Practice Providers (APPs) ensures focused efforts on creating a thriving work environment with opportunities to advance and grow their clinical practice in our system. Focusing on unique ways for APPs to advance in our system so they can tailor to their specific professional goals is a high priority.

We want to have a strong emphasis on retaining our current APPs with a robust evaluation process, stay interviews and exit interviews. Our goal is to provide a destination location that attracts and retains top tier APP talent.

Standardization

- Standardization of APP roles across systems and service lines
 - Creation of standard work expectations by specialty service line
- Standardization of APP Orientation Process
 - Focus on Transition to Practice Program- Live with one service line by end of Q4

One Centra



Applying the One Centra strategy to our Advanced Practice Providers is essential in ensuring the success of our People First mindset. Placing a strong focus on ensuring that APPs across the system are practicing in a standardized manner and working to the top of their license in their area of clinical care is essential for engaged providers. When an APP chooses Centra we want there to be clarity of role with minimal variance so our APPs can focus on patient care.

Optimization

- Optimize APP Practice to top of license across service lines
 - Team Based Care Model
 - Focus initially on one specialty service line
 - Implement Skills lab (Primary Care & Acute Care)

Community Health & Value-Based Care



Our APPs are essential for creating access to care in our system. By adopting a community focused approach, we need to ensure that we are assessing for and removing any operational barriers that may be impacting their day-to-day care delivery. We need to innovate and assess new models of care delivery such as Telehealth or APP driven primary care or specialty clinics. By building a partnership with our marketing team we can find ways to raise community awareness of what APP's are capable of and the role they play within our system.

Advancement

- Develop and implement framework for Advanced Practice Provider Advancement Pathway
- Develop Transition to Practice Model
- Developing an APP Fellowship program

Performance Excellence



Building off our People First and One Centra strategies, the Performance Excellence strategy will focus on optimizing the practice of APPs across our healthcare system. Key areas include top of license practice, EHR optimization and ensuring our providers have the tools needed to do the daily work. A focus will also be on Optimizing the Value our APPs bring to the system by ensuring that billing/coding practices are accurate to capture the great work they are doing. Also working with service line leaders to ensure there is alignment of contractual incentives.

Retention

- Stay Interview Process
- Provider Advancement Process
- APP leaders involved in Exit Interview process
- Regular cadence of APP Town Halls