



## Parrish Medical Center 2024/2025 Annual Goals and Objectives

North Brevard County Hospital District d/b/a Parrish Medical Center is committed to the utilization of key performance indicators (KPI) and improvement across all relevant performance measures. The organization consistently tracks KPIs to understand individual and collective performance against strategic goals, and actively initiates mitigation strategies and/or contingency plans when performance is not meeting expectations. We direct you to [Parrish Healthcare's Performance Review](#) for a copy of the most recent independent analysis of Parrish Medical Center's operational performance as conducted by PYA, P.C. (PYA), a national healthcare advisory and accounting firm, in accordance with the Uniform Special District Accountability Act (s.189.0695, F.S.).

In compliance with Section 189.0694, Florida Statutes, Parrish Medical Center presents its 2024-2025 Goals and Objectives.

**A. GOAL: Recruit and retain values-driven, high-performing talent to fulfill our mission.**

OBJECTIVE: Vacancy rates at or below industry average as measured by Vizient SE

MEASURE: 10.67%

OBJECTIVE: Turnover rates at or below industry average as measured by Vizient SE

MEASURE: 6.81%

**B. GOAL: Provide patient experiences consistent with our mission and in accordance with CMS-CAHPS expectations.**

OBJECTIVE: HCAHPS ranking at or above the 75<sup>th</sup> percentile as measured by National Research Corporation

MEASURE: 75.0%

OBJECTIVE: ED patient experience at or above industry average as measured by National Research Corporation

MEASURE: 87.2%

**C. GOAL: Provide safe, quality patient care consistent with our mission and in accordance with regulatory expectations.**

OBJECTIVE: CMS quality rankings “as expected” or better: Safety of Care

MEASURE: 80.0%

OBJECTIVE: CMS quality rankings “as expected” or better: Mortality

MEASURE: 80.0%

OBJECTIVE: LeapFrog Safety Grade above average (B or better)

MEASURE: B

**D. GOAL: Meet the health needs of North Brevard as identified within the triennial Community Health Needs Assessment**

OBJECTIVE: MEET 3 OF THE TOP 5 HEALTH NEEDS IDENTIFIED

MEASURE: At least 3 health needs met

**E. GOAL: Operate with fiscal stewardship without taxation as measured by Strata and Audited Financial Statements**

OBJECTIVE: PMC Budget Score

MEASURE: 100%

OBJECTIVE: Hospital Operating Margin

MEASURE: 5.0%