

Parrish Medical Center Annual Goals and Objectives FY2026

North Brevard County Hospital District d/b/a Parrish Medical Center (PMC) 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.

In compliance with Section 189.0694, Florida Statutes, Parrish Medical Center, presents its FY2026 Goals and Objectives:

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

OBJECTIVE: Parrish Medical Center Voluntary Turnover Rate at or below industry average as measured by NSI/MGMA

MEASURE: 20%

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

OBJECTIVE: HCAHPS ranking at or above the 90th percentile as measured by National Research Corporation (NRC) Health

MEASURE: 88.0%

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

MEASURE: 93.3%

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: $\geq 80.0\%$

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

MEASURE: $\geq 80.0\%$

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

OBJECTIVE: MEET THE TOP 5 HEALTH NEEDS IDENTIFIED

MEASURE: Top 5 needs met

*Refer to parrishhealthcare.com/community-benefit

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: 3.0%

Additionally, for a copy of the most recent independent analysis of Parrish Medical Center’s operational performance, which was 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.), please visit parrishhealthcare.com/pmc-performance-review.