



## KEY STRATEGIES

### I. NEW HOSPITAL

Kona Community Hospital retained a consultant in 2012 to conduct community surveys about West Hawaii's future health care needs. The planning process remains a priority as the current aging facility has limited space for growth and is in need of major updating.

### II. CULTURE OF PROCESS IMPROVEMENT

Kona Community Hospital has implemented a number of initiatives focused on improving processes and quality of care.

Our current *Planning for the Future* initiative with Huron Healthcare will identify and implement financial and operational performance enhancements and cost savings initiatives that will improve financial performance and maintain or improve quality of care delivery. Project teams comprised of Kona Community Hospital staff and Huron consultants will work together over a nine-month period to identify and implement improvement initiatives. Focus areas include:

- Revenue Cycle: Billing and collections processes
- Non-Labor: Contracts and costs for supplies and purchasing
- Labor: Scheduling, labor and departmental processes
- Clinical Operations: Length of stay management
- Physician Services: Physician contracting, billing and productivity processes

Our main objective is to build an environment in which we can perpetuate and fulfill our stated mission to provide and enhance accessible, comprehensive health-care services to our community that are: quality-driven, customer-focused and cost-effective.

### III. PHYSICIAN RECRUITMENT

Kona Community Hospital works closely in alignment with our affiliate Ali'i Health Center to recruit and retain physicians for the community. Our partnership with Sound Physicians has expanded our in house Hospitalist staff. A partnership with Maui Memorial Medical Center delivers comprehensive, non-invasive cardiology to West Hawaii. These strategic affiliations alleviate physician shortages by stabilizing our physician population.