TRUE NORTH

PATIENT COMMUNITY

VISION
To be the best hospital by exceeding patient expectations and advancing community wellness in a patient centered, healing environment.

MISSION
To provide quality healthcare and trauma services with compassion and respect.

VALUES
Learn  Improve  Engage  Care

True North Metrics

Safety
- Zero Patient Harm
- Zero Staff Injuries

Quality
- Preventable Mortality
- Reduce Readmissions

Care Experience
- Patient Satisfaction
- Access & Flow

Developing People
- Staff Satisfaction
- Develop Problem Solvers

Financial Stewardship
- Meet budget goals
- Decrease length of stay

ZSFG Leadership System