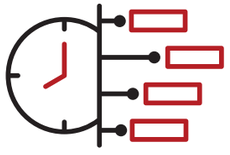
Kada Health Operating System

Relentless focus on improving quality and service through ***innovation*** and ***staff engagement***.

kada HEALTH

Priority

How We Spend Our Time



Focus

A

Best Place to Practice Medicine
% Time Spent in Direct Patient Care

B

Best Place to Receive Care
Time Required for Patient to Access Care

Physician Leadership

Executive Committee

Written Executive Briefs
- Issue
- Solution
- Resources
- Risks
- Impact
- Exit Strategy

Resource Allocation $
- ↑ 1 People
- ↑ 2 Plant + Tech
- ↑ 3 Processes
- ↓ 4 Patient Price

$

No

↑ Profits $ ← ↓ Cost Per Unit ← ↑ Volume

Goals

1. Safety For All
2. Care Quality
3. Customer Experience
4. Efficiency & Margin
5. Growth & Impact
6. Stability

Metrics

Internal	External
Rate of Staff Injuries	Hospital Acquired infections
Risk-Adj Mortality	Brand Strength
Provider/Staff Satisfaction	Patient Satisfaction
Operating Margin	CMI-Adj Cost / Discharge
Compound Annual Growth Rate (Revenue)	Community Benefit/Impact
Staff Turnover	Days Cash Net of Debt

Ideas/Solutions From All Staff
Our Team: Our most important assets are not on the balance sheet (people – time – reputation)

The Empowerment Equation

1 Low Cost + 2 Low Risk + 3 Easy to Do + 4 Easy to Undo

Use data to judge performance, personal observation to solve problems.

Yes → **Act Now!**