The Health Services Division supports the DOC mission

To improve public safety by positively changing lives by delivering high-quality, efficient, and effective healthcare services, and employee engagement to improve lives in a safe and secure environment

The Health Services Division fundamentals map was developed by those employees doing the work

Guiding Principles: We will provide high quality and compassionate care; We will attract and retain a highly skilled, talented, and diverse workforce; We will continuously seek ways to improve the quality of care delivered to our patients; We will encourage a safe and healthy work place; We will create and maintain an environment that values professionalism and dedication of its workforce.

<table>
<thead>
<tr>
<th>Health Core Processes</th>
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<th>Health Core Processes</th>
<th>Health Core Processes</th>
<th>Health Core Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>HS 01 Clinical &amp; Operational Excellence</td>
<td>HS 02 Developing Our People</td>
<td>HS 03 Recruitment and Retention</td>
<td>HS 04 Utilization of Technology</td>
<td>HS 05 Communications &amp; Stakeholder Engagement</td>
</tr>
<tr>
<td>HS 06 Pharmaceutical Optimization</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Health Tactic

**HS FY2022 Key Metrics**

1. Improve percentage of transferring patients with chronic condition having appointment to establish care with new PCP within 14 days of arrival – Improve ten percentage points in FY2022 compared to FY2022
2. Improve percentage of releasing patients with continuity of care plan with outside provider at time of release – Improve ten percentage points in FY2022 compared to FY2021

3. Improve percent completion rate of quarterly PDPs globally ten percent in FY2022 compared to FY2021

4. Overall staff turnover rate
5. Average time to fill rate for RNs
6. Average Time to fill rate for APCs and Physicians

For all three above: Any year over year improvement - FY2022 compared to FY2021

7. Total eConsult utilization to increase 20 percent year over year comparing FY2022 to FY2021

8. Rollup Patient experience survey score – Year over year improvement FY2022 compared to FY2021

9. Overall HS score on Equity, Diversity, Inclusion & Respect Index ≥ 63 percent

10. System wide pharmaceutical waste and 340b pharmaceutical savings initiatives in FY2022 will result in savings of at least $1M year over year from FY2021