

Figure P.2- _ Critical Success Factors

Clinical Excellence
<ul style="list-style-type: none">• Achieve national best practice performance in clinical outcomes• Use evidence-based medicine to achieve excellent patient outcomes• Become recognized as top tier for patient safety
Customer and Service Excellence
<ul style="list-style-type: none">• Become distinguished as employer of choice• Become recognized for superior service excellence culture• Foster values that encourage teamwork, learning, and innovation
Organizational Effectiveness
<ul style="list-style-type: none">• Perform well financially to enable capital reinvestment, growth, and sustainability• Partner with physicians, the community, and others to achieve shared goals and objectives• Use a Total Integrated Process Management approach to improve processes and organizational performance to national-best levels

Replace exemplary information with information representative of your organization. [Blue](#) underlined words link to [other Templates](#), Results Charts, and [Best Practices](#).

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