To engage the Board of Commissioners in organizational review, improvement planning, learning, and communication.

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>Person Responsible</th>
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<tbody>
<tr>
<td>6:00PM – 6:00PM</td>
<td>1. Call to Order:</td>
<td>Board Chair – Jerry Kennedy</td>
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<tr>
<td>6:00PM – 6:05PM</td>
<td>2. Introductions &amp; Announcements:</td>
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<tr>
<td>6:05PM – 6:10PM</td>
<td>3. Mission &amp; Vision:</td>
<td>Board of Commissioners</td>
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<td>6:15PM – 6:20PM</td>
<td>4. Approval of Minutes:</td>
<td>Motion by Commissioners</td>
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<td>6:20PM – 6:25PM</td>
<td>5. Public Comments:</td>
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<td>6:25PM – 6:45PM</td>
<td>6. Chief Executive Officer Report:</td>
<td>Ramona Hicks</td>
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<td>6:45PM – 7:05PM</td>
<td>7. Chief Financial Officer Report:</td>
<td>Kelly Hughes</td>
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<td>7:05PM – 7:20PM</td>
<td>8. Financial Resolutions</td>
<td>Motion by Commissioners</td>
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<td>7:25PM – 7:30PM</td>
<td>9. New Business:</td>
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<td>TBD</td>
<td>10. Board Committee Reports:</td>
<td>Board of Commissioners</td>
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<td>TBD</td>
<td>11. Next meeting date &amp; time:</td>
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<td>TBD</td>
<td>12. Executive Session:</td>
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<td>13. Annual CEO Evaluation</td>
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<td>TBD</td>
<td>14. Credentialing:</td>
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<td>TBD</td>
<td>15. Adjournment:</td>
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We serve with integrity by doing what is right regardless of the difficulty encountered.
**Vision:** To be an organization where all people are equal and where the complete well-being of those we serve is our ultimate objective.

**Mission:** To inspire excellence, as we care for our patients, honor our profession and serve our community.

**Values**

- **Integrity**
  We serve with integrity by doing what is right, regardless of the difficulty encountered.

- **Compassion**
  We offer comfort and security to our patients, families and community by providing hope through heartfelt concern.

- **Respect**
  We respect all cultures, beliefs and opinions. We uphold a positive attitude of respect and courtesy.

- **Competence**
  We strive to be life-long seekers of wisdom and clinical expertise to ensure our patients receive the highest quality of care. We encourage and support education and the professional growth of staff.

- **Professionalism**
  We practice the art of professionalism that embodies appearance, action, communication, competence and respect.

- **Financial Viability**
  We strive for balance in providing efficient, innovative, quality care by being responsible stewards of our resources.
Staff Development Goal

To develop a well-trained and competent workforce, who feel prepared and ready to perform their duties in a safe and respectful atmosphere.

1a: Customer service – build upon previous training.
1b: Training and education – develop staff to their fullest potential.
   1b1: Annual education and all required trainings
   1b2: Orientation
   1b3: Customized for professional growth

Safety Goal

To enhance the overall patient and employee experience in a safe and effective manner, while striving for continual quality improvement.

2a: Technology Solutions – Assess, improve and sustain safety and quality of Electronic Health Record and all other technological tools and devices.
2b: Quality – Assess, improve and sustain all quality initiatives throughout the organization.
2c: De-escalation training – Ensuring a safe environment for patients and employees.
2d: Facility security – Assess, improve and sustain security measures.

Employee Experience Goal

To create an environment of respect and recognition of every employee’s role in the organization to produce a culture of engagement and satisfaction.

3a: Employee empowerment - Hearing your voice and supporting employee councils.
3b: Retention – Valuing our current workforce through boosting morale, motivation and recognition.
   3b1: Encourage and provide opportunities for growth
3c: Recruitment – Carefully evaluate need and fit for positions.
3d: Space – Identify each department’s immediate and future needs.
   3d1: New building expansion to enhance patient care services – Identify funding opportunities and meet financial benchmarks.

Patient Retention and Recruitment Goal

To meet and exceed the wellness needs of those we care for to ensure the long term viability of our organization.

4a: Patient and patient family experience – Getting it right the first time, from patient presentation to discharge and beyond.
   4a1: Encourage and embrace patient feedback to learn, improve and grow.
4b: Service lines – Enhance current services while exploring new opportunities.
4c: Marketing – Tell our story and grow our services.