

Frederick Health 2025-2027 Nursing Strategic Plan

FH Nurses: Committed to Excellence



Deliver Patient Centric Care

- Improve patient experience scores across nursing units, ED, and Ambulatory Surgery by achieving service goals in the Overall & Timeliness Domains
- Optimize hospital patient throughput and reduce ED wait times for discharged & admitted patients (EDDIE metrics) and Inpatient LOS

Provide Excellence in Healthcare Quality

- Reduce Maryland Hospital Acquired Conditions and Harm related to QBR Safety Domain
- Optimize hospital utilization by reducing excess Observation days

Achieve Financial Strength

- Reach financial security through each unit meeting and beating productivity metrics
- Decrease premium pay across patient care division

Foster a Thriving Healthcare Workforce

- Achieve workforce retention, reducing nursing unit turnover with 0-3 year tenure
- Achieve pipeline development goals by increasing capture rate for graduate nurses from Hood and FCC

Build Integration & Infrastructure

- Reduce incident rate of physical workplace violence and maintain a culture that supports 100% incident reporting
- Improve operational efficiency across Patient Care Services by opening 2G, reestablishing Nursing Operations, & developing a program for data consistency and informatics development