Vanderbilt Pillar Goals

**People**
- Reduce turnover rate
- Elevate retention
- Elevate employee satisfaction
- Elevate physician satisfaction

**Service**
- Elevate patient satisfaction
  - Service satisfaction
  - Medical care
  - Would return
  - Would recommend

**Quality**
- Achieve lowest mortality rate
- Perform in top 10% of clinical quality measures
- Eliminate medication errors

**Growth**
- Exceed patient volumes
  - In-patient admissions
  - Out-patient visits
  - Surgical operations
  - Emergency visits
- Increase sponsored research
- Expand referring physician base

**Finance**
- Increase annual revenue:
  - Hospitals and clinics
  - Vanderbilt Medical Group
- Increase annual net income
- Save 5% of VMC cash flow