

### Strategic Plan 2008 – 2010

National Goals	RMS %age of Contribution	Strategies	Responsibility for Implementation		Period of Implementation (in months)	Key Performance Indicators	%age of Achievement	
			Internal	External			1 <sup>st</sup> Half of 2008	2 <sup>nd</sup> Half of 2008
(1) Preparing Jordanians for continual learning and motivating them constantly to work in high value added occupations	10 %	- Development & modernization of Classification system & the current professional Descriptive system	- GM Deputy - GM Asst for Medical Affairs	- High Medical Council - Ministry of Health	12	- Number of beneficiaries from the system		
(2) To ensure that Jordanians enjoy an acceptable level of good health at different domains	10%	- Provide medical service to un-covered areas in coordination with the partners	- GM Asst. for Medical Affairs - GM Asst for Territories Affairs	- Ministry of Health - Jordan Institution for Standardization & Metrology - General Command of Armed Forces - Governors & Officials administrators	12	- %age of improvements in medical service - Numbers of served areas		
					18			
(3) To ensure that Jordanian facilities and infra structure are efficient and with high yield	15%	- Expansion in developing new hospitals & medical centers - Development of Infrastructure - Provision of investment opportunities	- Planning & Information Manager - Nursing Manager - Supply Manager - GM Asst for Logistics Affairs - General Manager	- Ministry of Health - Ministry of Finance	24	- %age of ready and equipped infrastructure - Number of new or developed hospitals & medical centers - Number of participative investment bodies Number of investment fields		
					36			
					36			

<b>Institutional</b>	<b>Strategies</b>	<b>Responsibility for</b>	<b>Period of</b>	<b>Key Performance Indicators</b>	<b>%age of</b>
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Goals		Implementation	Implementation (in months)		Achievement	
					1 <sup>st</sup> Half of 2008	2 <sup>nd</sup> Half of 2008
<b>(1) Development of Medical Performance</b>	(1) Continual provision of rare medical specialty services	- GM Asst for Medical Affairs - GM Asst for Territories Affairs - Technical Training Manager	36	- Number of newly rare medical specialties		
	(2) Continuation of the administration of construction projects or expansion.	- GM Asst for Logistics Affairs - GM Asst for Territories Affairs - Planning & Information Manager	36	- Number of developed projects - Number of expanded projects		
	(3) Establishment of new sub-sub specialty clinics, and development of allied professions	- Human Medicine Manager - Internal Departments' Manager - Surgical Departments' Manager	36	- Number of established sub-special clinics		
	(4) Introduction of new and distinctive therapeutic techniques	- Dentistry Medicine Manager - Human Medicine Manager - Internal Departments' Manager - Surgical Medicine Manager	36	- Number of new therapeutic techniques		
	(5) Applying audiovisual communication concept	- GM Asst for Medical Affairs - Chair of Virtual Communication Committee - IT & Computer Division Head	36	- Number of entities - Number of communicative occasions		
	(6) Developing the pharmaceutical performance	- GM Asst for Logistics Affairs - Pharmacy Manager	24	- Number of qualified pharmacists		
	(7) Developing the nursing performance and applying the concept of specialty nursing	- GM Asst for Medical Affairs - Nursing Manager - Nursing Division Head at AL-Hussein Medical City	24	- Number of new nurses - Number of existing specialties		
	(8) Resettlement of the concept of regional medicine	- GM Asst for Territories Affairs - GM Asst for Medical Affairs	12	- Number of benefited provisions - Number of transferred cases		
	(9) Development of clinical nutrition for all disciplines & to improve the level of therapeutic nutrition.	- Technical Training Manager - General Services & Nutrition Manager - Nursing Manager	24	- Number of specialties - Number of clinical nutrition specialists		
	(10) Developing the psychological care & Psychiatric medicine.	- Human Medicine Manager - Internal; Department Manager - Psychological Diseases Division Head	24	- Number of awareness & educational programs - Number of beneficiaries		

Institutional Goals	Strategies	Responsibility for Implementation	Period of Implementation (in months)	Key Performance Indicators	%age of Achievement	
					1 <sup>st</sup> Half of 2008	2 <sup>nd</sup> Half of 2008
<b>(2) Customer Relationship Management</b>	(1) Developing the mechanism of re-referral from / to hospitals and health care centers	- GM Deputy - GM Asst for Medical Affairs - GM Asst for Hussein Medical City Affairs - GM Asst for Territories Affairs	36	- Number of canceled procedural steps - Number of provided services at sites		
	(2) Improving the level and quality of administrative and supportive services provided to employees	- General Services Manager - Administrative Manager	36	-%age of employee satisfaction - Number of achieved needs		
	(3) Developing the service utilities and facilities (parking areas, time-breaks, scheduling, hospitalization)	- General Services Manager - GM Asst for Logistics Affairs - GM Asst for Al-Hussein Medical City Affairs - GM Asst for Territories Affairs	36	-%age of customers satisfaction - Number of achieved needs - Accuracy & speed of scheduling		
<b>(3) promote the concept of medical Professionalism &amp; Specialization</b>	(1) Establishment of supreme Military Medical Academy	- GM Deputy - GM Assistants - Technical Qualification Manager	36	%age of achievements and accomplishments		
	(2) promote and develop research studies, working papers and scientific studies	- Research & Laboratory Sciences Center Manager - GM Asst for Medical Affairs - GM Asst for Al-Hussein Medical City - GM Asst for Logistics Affairs - GM Asst for Territories Affairs - Preventive Medicine Manager	12	- Number of researches and scientific papers - Number of research and scientific study providers		
	(3) developing procedures and Activating therapeutic protocols	- GM Deputy - GM Asst for Medical Affairs - Pharmacy Manager	12	- Number of activated workable protocols - Number of developed procedures - Number of agreements and minutes of understanding letters		
	(4) Seeking to obtain the Accreditation certificate	- GM Deputy - Quality Control Division Head	36	- Number of introductory campaigns about Accreditation		

Institutional Goals	Strategies	Responsibility for Implementation	Period of Implementation (in months)	Key Performance Indicators	%age of Achievement	
					1 <sup>st</sup> Half of 2008	2 <sup>nd</sup> Half of 2008
<b>(4) Developing the management of Medical and Non-medical resources</b>	(1) Control the financial costs	- Financial Manager - General Services Manager - GM Asst for Logistics Affairs	12	- %age of control in expenditure - Number of expenditure control areas		
	(2) Create a database for medical equipment	- Supply Manager - Manager of Medical Devices Institute - GM Asst for regional Affairs	12	- Number of medical equipments - Volume of entered data - Time span to updating		
	(3) Sustainable availability of medical and non-medical supply	- Supply Manager - Pharmacy Manager - Financial Manager - Warehouses Division Head - Furniture & Supply Division Head - Purchase Division Head	36	- Number of available supplies - Extent to which the supplies are available - Available supplies at the right time		
<b>(5) Development of Institutional Performance</b>	(1) Restructuring of Manpower at RMS Directorate and health Centers	- General Manager - GM Deputy - GM Assistants - Administrative Manager	12	- Number of merged / canceled sections and departments - Number of vacant positions - Number of occupied positions		
	(2) Application of Knowledge Management plan and activation of the internal / external communication process	- IT & Computer Division Head - Knowledge Specialists - Public Relation Specialist - Knowledge Agents	12	- Number of publications - Number of gatherings - Number of meetings - Number of training courses		
	(3) Developing the IT systems	- IT & Computer Division Head - Managers of Centers - Managers of Departments	12	- Number of developed systems - Number of new software's - Number of linked systems		
	(4) Development the Institute of Medical Equipments Technology	- GM Asst for Logistics Affairs - Manager of Medical Equipments Institute	24	- Number of new equipments - Number of maintained equipments		
	(5) Developing the Archiving and filing systems	- GM Asst for Medical Affairs - GM Asst for Territories Affairs - Medical Insurance Division Head - IT & Computer Division Head	12	- Number of developed archiving systems - %age of decrease in complaints - Time span of handling the files		
<b>(6) Sustainability of efficient, productive and motivated manpower.</b>	(1) Manpower technical and managerial development	- Technical Qualification Manager - Administrative Manager - Nursing Manager	12	- Number of trained employees - Number of training courses - Number of employees for scholarship - Number of specialization		
	(2) Modernize the incentives system of medical professions	- GM Deputy - Technical Qualification Manager - GM Asst for Medical Affairs	24	- Number of beneficiaries - Time span to amend the system		

