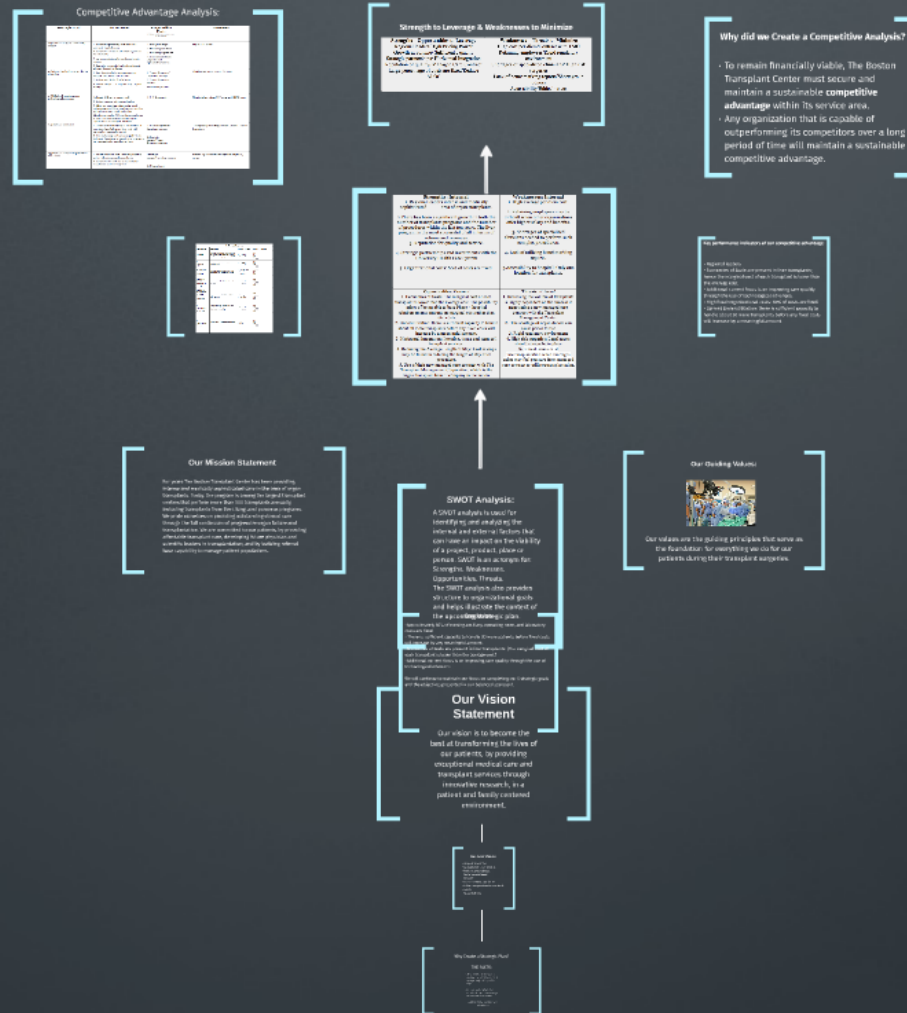


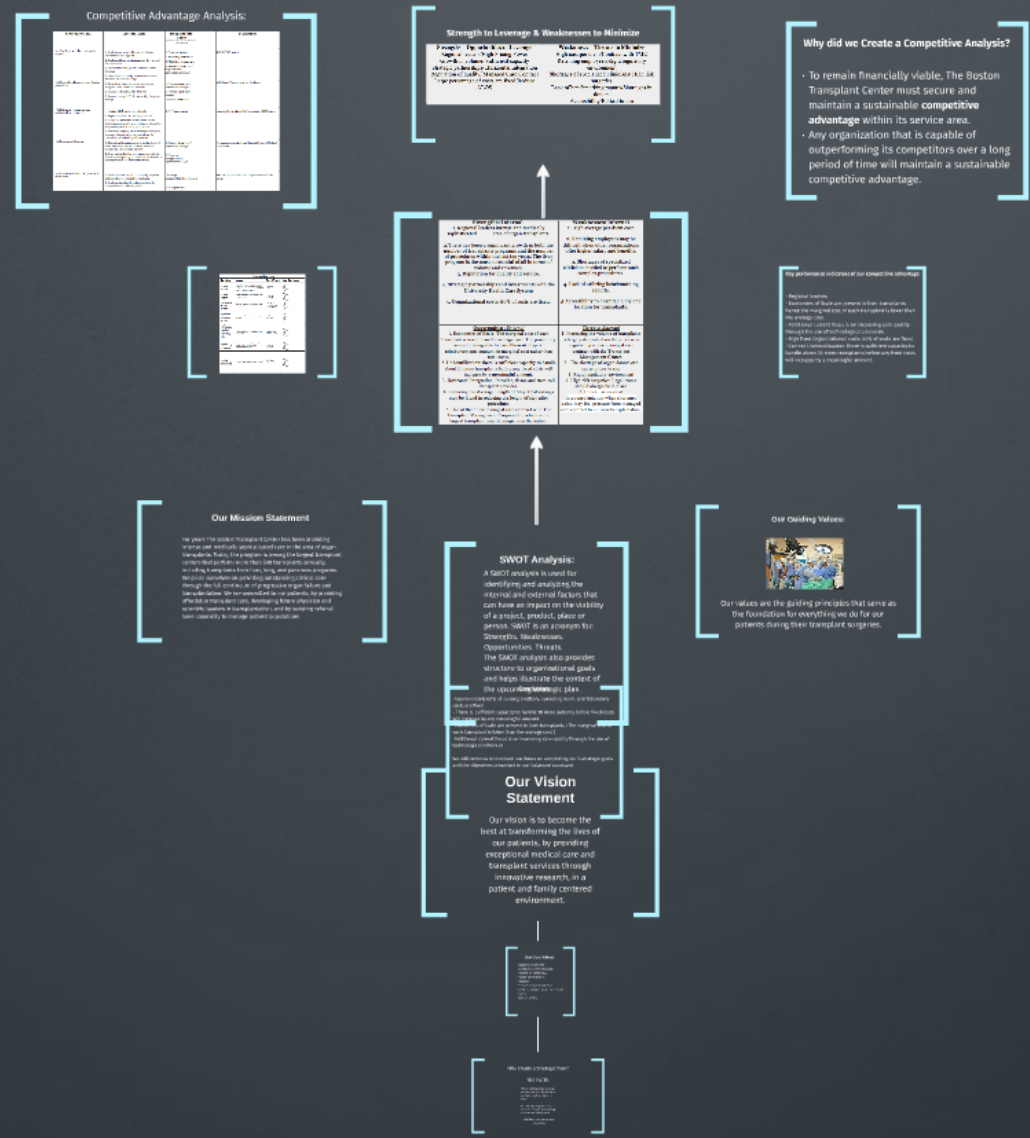
Finance Department

Account	Balance	Debit	Credit
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# Cambridge Transplant Center Harvard Case Solution & Analysis



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# Why Create a Strategic Plan?

## THE FACTS:

- We currently are facing a total average cost of \$119,805 for an average length of stay of 19 days.
- Our average length of stay equated to a per diem average cost of more than \$6,000.
- Will TMC take their business elsewhere?

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## Our Mission Statement

For years The Boston Transplant Center has been providing intense and medically sophisticated care in the area of organ transplants. Today, the program is among the largest transplant centers that perform more than 500 transplants annually, including transplants from liver, lung, and pancreas programs. We pride ourselves on providing outstanding clinical care through the full continuum of progressive organ failure and transplantation. We are committed to our patients, by providing affordable transplant care, developing future physician and scientific leaders in transplantation, and by building referral base capability to manage patient populations.

## Our Guiding Values:



Our values are the guiding principles that serve as the foundation for everything we do for our patients during their transplant surgeries.

## Our Core Values:

- Support innovation.
- Be leaders in the industry.
- Patient-centeredness.
- Foster commitment.
- Respect.
- Pursue service excellence.
- Deliver compassionate care to all.
- Safety
- Accountability

We will continue to maintain our focus on completing our 5 strategic goals and the objectives presented in our balanced scorecard.

# Our Vision Statement

Our vision is to become the best at transforming the lives of our patients, by providing exceptional medical care and transplant services through innovative research, in a patient and family centered environment.