

## Nemours

*Nemours focus is dedicated to creating a uniquely satisfying patient experience and support for all providers of care, both internal and external. The staff views their patients as their children and their families, and the organization also focuses on support for Nemours caregivers and referring physicians. The BSC was selected as an important framework for planning and executing strategy. It is what will guide senior management in oversight of the major expansion taking place in the Florida region, integration of services across its continuum of care, and building a fully equipped and well-trained work force dedicated to providing expert medical care and support services to children in medical need.*

*The people of Nemours served 240,000 children in nearly one million encounters and performed 47,000 surgeries in 2006. With children coming from all 50 states and abroad, Nemours role has grown from a regional to national and international referral center for specialized pediatric care. Established in 1940, the **DuPont** Institute attracted international orthopedic leaders and forged a reputation worthy of its namesake. Today, the hospital in Wilmington, Delaware is a full-service, free-standing childrens hospital that is fully integrated with the Nemours Childrens Clinic locations in Delaware and Florida.*

*"In developing Nemourss strategy, our objective was to create a credible and relevant direction that is distinguished both by its simplicity and its power to assist leadership in making tough decisions in order to achieve the desired future state. Going forward, Nemours Strategy Management System will be the business model guiding our operation... Ultimately, success will depend upon our [employees"] willingness to remain on course, lean and focused, adjusting our initiatives but not our aspirations."*

President and CEO David J. Bailey, MD, MBA