

# WWH Strategic Plan 2021-2025

## Strategic Vision:

As an independent organization, and in partnership with others, we will be...

- A regional leader in health and wellness
- The first stop and best partner for acute care services
- A leader in exceptional, holistic management of chronic diseases

## Areas of work:

### I. Long Term Viability:

1. Develop and retain an exceptional team
2. **Build and maintain financial strength**
3. Expand community support
4. Ensure facilities, systems and processes support the services we provide
5. Incorporate ecologically sustainable practices

### II. Meaningful Service Offerings:

1. **Evaluate existing services**
2. Expand services within facility
3. Expand health related services on campus
4. Expand access:
  - a. Locations
  - b. Hours of operation

### III. Demonstrated Value to Community, Customers and Payers:

1. Deliver high quality care
2. Lower the cost of care
3. **Provide superb customer service**
4. Improve the overall health of the communities we serve



## IV. Infrastructure:

**1. Quality improvement/Process Management:** We will have the knowledge and skills we need to improve and manage processes that support our work.

**2. Culture:** We will hold each other accountable to demonstrate behaviors that exemplify a culture of caring, innovation and sustainability.  
**Serve as an employer of choice**