

# Mission Statement Performance Goals – 2019

WMCHHealth's vital mission is to provide the highest-quality care for all residents of the Hudson Valley regardless of ability to pay. WMCHHealth will build on its long tradition of delivering the most advanced services in the region by providing a network that ensures access to a coordinated continuum of care for its community. As the region's only academic medical center-led network, WMCHHealth is committed to educating the next generation of caregivers for the Hudson Valley and integrating research to advance treatment, expand knowledge, and improve lives.

## Performance Goal 1: Ensure Integrated Delivery of Services throughout WMCHHealth.

- Continue to develop integrated clinical services throughout the network.
- Continue implementation of information technology strategy with implementation of WMCHHealth mycare and continued development of a data warehouse.
- Further enhance collaboration and coordination between WMCHHealth employed clinicians and others.

## Performance Goal 2: Develop Best Access to Care in the Hudson Valley.

- Integrate telehealth services with clinical programs throughout WMCHHealth network.
- Solidify key DSRIP partnerships through a transition to Clinical Affiliates.
- Develop models to improve access to primary care services across WMCHHealth facilities.
- Continue to develop community partnerships for Medical Villages at HealthAlliance and Bon Secours Community Hospitals.

## Performance Goal 3: Provide Highest Quality Service at All WMCHHealth Facilities.

- Maintain full accreditation at all facilities.
- Develop standardized process across WMCHHealth hospitals through clinical optimization projects.
- Continue rollout of Advancing VITAL Values across WMCHHealth sites.

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## *Performance Results*

### Performance Goal 1: Ensure Integrated Delivery of Services throughout WMCHHealth.

- Enhanced integration of clinical services across WMCHHealth Network.
- Achieved targeted milestones to continue the implementation of WMCHHealth myCare and development of data warehouse.
- Developed collaborative programs to support coordination between WMCHHealth employed clinicians and others.

### Performance Goal 2: Develop Best Access to Care in the Hudson Valley.

- Continued expansion of telehealth services throughout WMCHHealth and with external partners.
- Implemented strategic arrangements with high value partners to enhance access to WMCHHealth clinical services.
- Expanded access to primary care services across WMCHHealth facilities.
- Continued engagement with community partners for Medical Villages at HealthAlliance and Bon Secours Community Hospitals.

### Performance Goal 3: Provide Highest Quality Service at All WMCHHealth Facilities.

- Maintained full accreditation at all facilities.
- Implemented standardized protocols to optimize clinical care.
- Continued rollout and adoption of Advancing VITAL Values across WMCHHealth sites.