

# Mission Statement Performance Goals – 2022

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 fiscally sound 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: Position WMCHHealth as an “Employer of Choice” by focusing on our most valuable assets – our people**

- Invest in programs and services that promote overall employee wellness
- Continue recruitment of key personnel across WMCHHealth (physician, nursing, other clinical specialties)

## **Performance Goal 2: Achieve Sustainable Growth Across WMCHHealth**

- Advance clinical capabilities across the network
- Expand partnerships with external medical groups

## **Performance Goal 3: Ensure Top-of-Mind Consumer Awareness and Selection of WMCHHealth Services**

- Enhance awareness of WMCHHealth’s investments in physicians, services, facilities and technology

## **Performance Goal 4: Ensure Exceptional Patient Experience from “Door to Discharge” to Become a Destination of Choice for Patient and Their Families**

- Continue investments that improve the patient and visitor experience
- Implement action plans to improve WMC’s quality and patient experience scores



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## *Performance Results*

### **Performance Goal 1: Position WMCHHealth as an “Employer of Choice” by focusing on our most valuable assets – our people**

- Invested in programs and services that promote overall employee wellness
- Successfully recruited key personnel across WMCHHealth

### **Performance Goal 2: Achieve Sustainable Growth Across WMCHHealth**

- Advanced clinical capabilities across each region of WMCHHealth
- Expanded partnerships with external medical groups

### **Performance Goal 3: Ensure Top-of-Mind Consumer Awareness and Selection of WMCHHealth Services**

- Enhanced awareness of WMCHHealth’s investments in physicians, services, facilities and technology

### **Performance Goal 4: Ensure Exceptional Patient Experience from “Door to Discharge” to Become a Destination of Choice for Patient and Their Families**

- Continued investments that improve the patient and visitor experience
- Implemented initiatives to improve WMC’s quality and patient experience scores

