

Mission Statement Performance Goals – 2024

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

- Implement initiatives to drive recruitment and retention of quality talent
- Continue investments to improve medical group performance and integrate services

Performance Goal 2: Achieve Sustainable Growth Across WMCHHealth

- Advance clinical capabilities across the Network with key investments and service line developments
- Drive innovation through the development of research programs and advanced care options

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

- Enhance WMCHHealth’s brand awareness by educating consumers on our hospitals, physicians and clinical services
- Improve consumer ease of access to care

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
- Further integrate quality initiatives across the network



Mission Statement Performance Goals – 2024

Performance Results

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

- Implemented initiatives to drive recruitment and retention of quality talent through expanded outreach to colleges and universities, and deployment of new network values
- Continued investments to improve medical group performance and integrate services by redesigning provider template to optimize operations and developing APP utilization and practice model

Performance Goal 2: Achieve Sustainable Growth Across WMCHHealth

- Advanced clinical capabilities across the network through investments in Behavioral Health, Cardiology/CTS, Radiology, Surgery, Trauma
- Drove innovation through the development of research programs and advanced care options by supporting the new NYMC Translational Science Institute and assisting the coordination of 54 approved sponsored clinical trials at WMC

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

- Enhanced WMCHHealth’s brand awareness by educating consumers on our hospitals, physicians and clinical services through consolidating social media channels to elevate hospitals on network channels and provide a consistent digital experience
- Improved consumer ease of access to care by developing new network website and CRM capabilities

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 by offering new amenities, expanding programs throughout the network, and focusing on best practices to improve public scores
- Further integrated quality initiatives across the network through enhancing the network approach for Maternal Collaborative by sharing of best practices and implementing Obstetric-focused electronic clinical quality measures for CMS

