

WMCHHealth 2025 Mission Statement

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.



Mission Statement Performance Goals – 2025

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

Performance Goal 2: Achieve Sustainable Growth Across WMCHHealth

- Optimize workflows and processes to decrease length of stay and increase efficiency across network hospital
- Implement tools to improve medical group performance (WMCHHealth Physicians)

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

- Launch tools to enhance patient awareness and ease of access to care (e.g., website, Customer Relationship Management, online scheduling, centralized call center)

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

- Further develop quality and patient experience initiatives across the network that will lead to improved scores

Performance Goal 5: Provide a fiscally sound network

- Implement initiatives to improve network cash position and profitability

