



CVCH Mission: Partnering to achieve optimal health and wellness with compassion and respect for all.

Strategic Plan: Vision → Strategic Pillars and Goals → Strategic Operational Projects

Vision: CVCH provides the best ACCESS to WHOLE PERSON CARE for UNDERSERVED individuals in North Central Washington.

- **ACCESS** - The ability to obtain healthcare services such as prevention, diagnosis, treatment, and management of illness in an affordable, timely, and convenient manner.
- **WHOLE PERSON CARE** - The coordination of physical health, behavioral health, and social health in a patient-centered manner with the goals of improved health outcomes and more efficient and effective use of resources.
- **UNDERSERVED** - Individuals facing barriers that make it difficult to get health coverage and basic health care services.

#### Strategic Pillars & Goals

- **Our People** – CVCH creates an environment where employees can choose to be engaged in their work. Engaged employees are actively growing and achieving personal satisfaction from their role while fully contributing to our organization’s success.
- **Our Customers** – CVCH provides an excellent experience for our customers when they access and utilize CVCH services.
- **Quality and Excellence of Care** – CVCH provides therapeutic care that increase the likelihood of desired health outcomes and are consistent with professional knowledge.
- **Financial Sustainability** - CVCH achieves annual operating income sufficient to fund future capital expenditures and strategies.

#### Strategic Operational Projects

The Executive Team will be reviewing our current strategic operational projects that have been prioritized for the organization every 13 weeks.

- Review and evaluate organizational project performance for the last 90 days
- Review project priorities in the context of both our external and internal environment
- Determine our new priorities and accountability for the next 90 days