

# Mission Statement Performance Goals – 2017

*Westchester Medical Center's vital mission is to provide the highest-quality care for all residents of the Hudson Valley regardless of ability to pay. Westchester Medical Center 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, Westchester Medical Center 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.**

- Develop Service Line plans that address integrating services throughout the network.
- Begin implementation of information technology strategy to ensure network-wide access to clinical information and data analytics.
- Work with clinical partners to improve coordination of care.

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

- Continue to expand the scope and scale telemedicine services.
- Identify needs for additional physician and other services and develop plans to address those needs.
- Continue to identify new partners for WMCHHealth and strengthen existing partnerships.

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

- Maintain full accreditation at all facilities.
- Design and implement network-wide credentialing standards and systems.
- Leverage expertise at WMCHHealth facilities to implement best practices network-wide.

# Mission Statement Review – 2017

## Performance Results

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

- Established network-wide Cancer and Cardiovascular Service Line steering committees.
- Selected Electronic Medical Record vendor and project manager.
- Achieved PCMH recognition status for eleven WMCHHealth PPS primary care partners.

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

- Continued to expand the scope and scale of telehealth services.
- Created a WMCHHealth network medical staff development plan.
- Developed plans to enhance WMCHHealth's care system with post-acute and behavioral health partners.

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

- Maintained full accreditation at all facilities.
- Developed network-wide credentialing standards and systems.
- Developed streamlined WMCHHealth transfer protocols.