

Mission Statement Performance Goals – 2021

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

- Increase employee utilization of WMCHHealth clinical services
- Invest in targeted physician recruitment in key specialties

Performance Goal 2: Achieve Sustainable Growth Across WMCHHealth

- Advance single patient rooms and increased ICU capacity at WMC
- Advance clinical capabilities across the network

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

- Enhance awareness of network services

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

- Conduct assessment of current quality and patient experience scores to identify opportunities for improvement



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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

- Increased employee utilization of WMCHHealth clinical services
- Invested in targeted physician recruitment in key specialties across WMCHHealth sites

Performance Goal 2: Achieve Sustainable Growth Across WMCHHealth

- Advanced single patient rooms and increased ICU capacity at WMC through the submission of a certificate of needs application to develop a patient care tower
- Advanced clinical capabilities across the network through investments in WMCHHealth’s Northern and Western Regions

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

- Conducted assessment of market perception of network brand and services

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

- Conducted an assessment of current quality and patient experience scores and prioritized opportunities for improvement

