

## Advancing toward our ultimate goal of 100% access and zero health disparities.

### VISIONING THROUGH COLLABORATION

This three-year plan was developed with input from community, patients, staff, and our governing board of directors. We are grateful for the collaboration and wisdom that has contributed to this vision.

Thank you to our partners for their steady support. Whether through amplifying our message, providing services, advocating, or contributing flexible funding—we will continue making progress toward health equity together.

### INTEGRATED, WHOLE-PERSON CARE

This plan guides us toward implementing the processes and systems that adequately support whole-person, integrated care. That includes supporting our workforce—dedicated healthcare teams who embody our commitments.

### HEALTH EQUITY

We care for one of the most diverse patient populations, a testament to the foundation of trust we have built. Ensuring every patient reaches their personal goals, is at the center of this plan.



**27%**

of patients are best served in a language other than English



**84%**

of patients have incomes at or below the federal poverty level (~\$30K for a family of four)



**65%**

of patients who reported race/ethnicity identified as a person of color

**OUR MISSION** is to provide comprehensive health care to families and individuals who have difficulty accessing care; respond with sensitivity to the needs of our culturally diverse patients; and advocate and work with others to improve the overall health status of the communities we serve.



## PEOPLE

**A TALENTED,  
GROWING TEAM OF  
PROVIDERS AND STAFF**

**Goal:**

Establish Neighborcare Health as a nationally recognized and certified “Great Place To Work.”

**Objectives:**

- Improve internal and external alignment with compensation and benefits in support of employee recruitment and retention.
- Improve organization-wide skill to more effectively address equity, diversity and inclusion gaps and opportunities.
- Enhance workplace environment and bi-directional communication for improved staff morale, engagement, and effectiveness.



## PATIENTS

**HIGH-QUALITY,  
WHOLE-PERSON,  
INTEGRATED CARE**

**Goal:**

Improve clinical quality outcomes by optimizing care delivery and integration and enhancing patient experience.

**Objectives:**

- Evaluate and implement opportunities to increase patient access to care.
- Provide access to provider quality data to improve patient quality scores and Neighborcare’s quality standing with health plans.
- Establish standard mechanisms to assess and improve patient experience.
- Create an integrated process flow across services to improve patient health.



## STEWARDSHIP

**A NIMBLE,  
SUSTAINABLE  
ORGANIZATION**

**Goal:**

Align resources to respond with agility to patient and staff needs.

**Objectives:**

- Establish and support diverse funding approaches that create room to respond flexibly, creatively and effectively to patient, staff, and community needs.
- Enhance the organization’s ability to use data and information to evaluate opportunities and make decisions.
- Improve infrastructure (e.g. IT and facilities) in support of the mission and in response to patient and community feedback.



## COMMUNITY

**RESPONSIVE,  
ALIGNED NETWORK  
OF SUPPORTERS**

**Goal:**

Build lasting community partnerships that support us in meeting the mission.

**Objectives:**

- Identify and be responsive to the priorities of staff, patients, and community.
- Establish a coordinated, strategic approach to marketing and communications that enhances relationships with diverse partners and communities.
- Ethically leverage data and stories to clarify and communicate Neighborcare’s positioning, brand identity, and value.