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.