



Strategic Plan 2023-2025

Approved by Full Board

July 21, 2023

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www.dwhn.org

About DWIHN

The Mission and Vision Statements provide the inspirations for DWIHN and describe what we aim to achieve in the mid-to-long term. Values are the core principles and define the DWIHN culture and identity. The six Pillars are the focus areas that help realize the Vision and a call to action to point employees in the right direction with Information Systems as the foundation for supporting success across each of the Pillars.



OUR MISSION



VISION



VALUES



PILLARS



KEY
ACHIEVEMENTS

Mission

- ▶ We are a **healthcare** safety net organization that provides access to a full array of integrated services that facilitate individuals to maximize their level of function and create opportunities for quality of life.





Our Vision



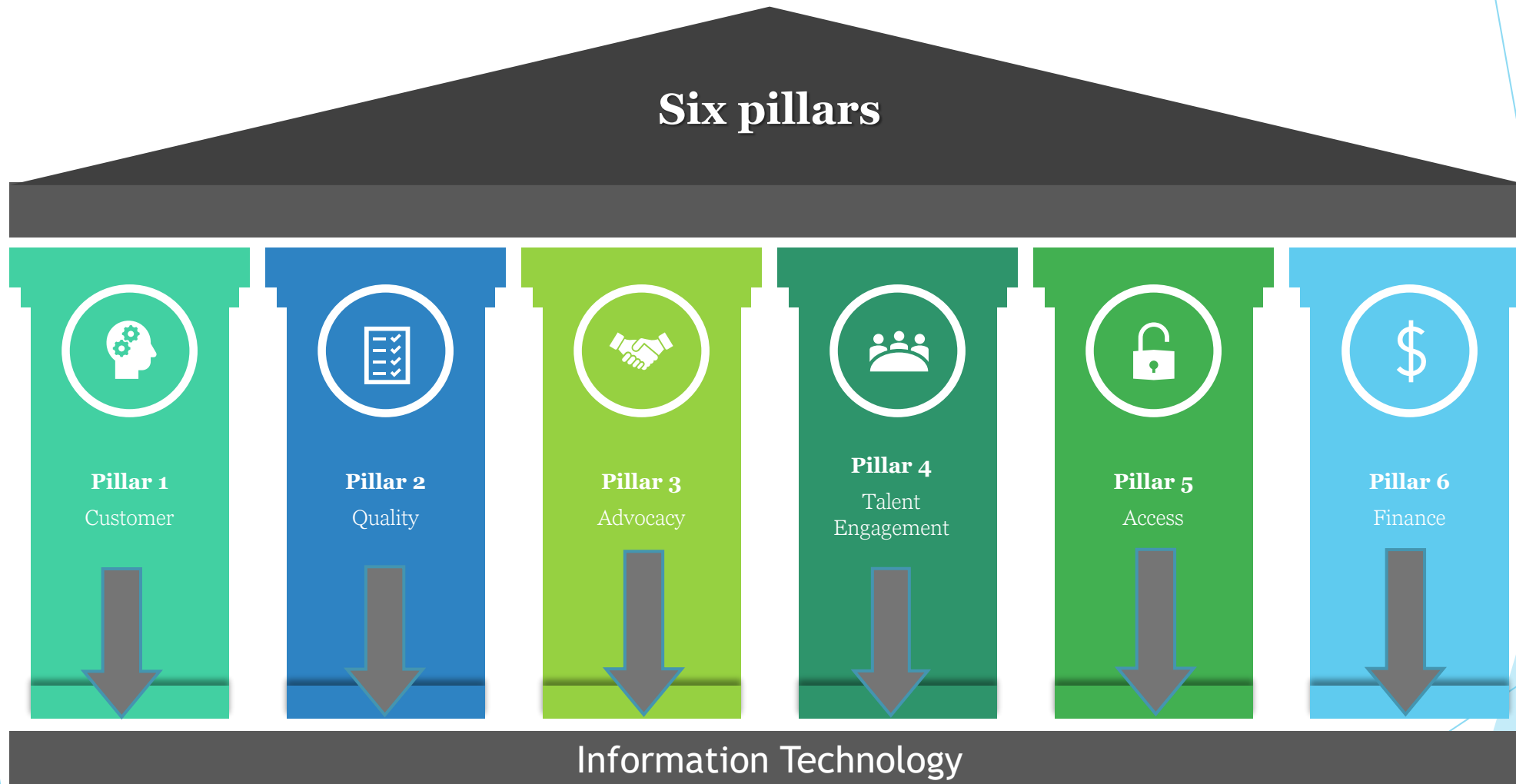
- ▶ To be recognized as a national leader that improves the behavioral and physical health status of those we serve, through partnerships and direct service that provides programs promoting integrative holistic health and wellness.

Values



- ▶ We are an advocate, person-centered family and community focused organization that ensures quality based services for our stakeholders.
- ▶ *We are an **innovative**, outcome, data-driven, and evidence-based organization.*
- ▶ *We respect the dignity and diversity of individuals, providers, staff and communities.*
- ▶ *We are **inclusive**, culturally sensitive and competent.*
- ▶ *We are fiscally responsible and accountable with the highest standards of integrity.*
- ▶ *We achieve our mission and vision through partnerships, person centered direct service and collaboration.*

Pillars





Access:

Accessibility, Availability,
Accommodation, Acceptability and Affordability

2023 - 2025

- ▶ Expand the crisis response system
- ▶ Expand Access with no-wrong door for services inclusive of prevention services
- ▶ Ensure a full-array of services



Advocacy:

Raising awareness on mental health issues to improve policy, legislation and service development

2023 - 2025

- ▶ Influence Policy and Legislation
- ▶ Ensuring stakeholder's voice
- ▶ Improve the Social Determinants of health



Customer:

Maintaining a mutually respectful relationship with members and providers.

2023 - 2025

- ▶ Improve member's experience of care and health outcomes
- ▶ Ensure Inclusion and Choice of Members
- ▶ Enhance the Provider experience



Finance:

Maintain a commitment to financial stewardship and to the optimal prioritized allocation of our scarce resources to ensure financial sustainability across a plethora of our growing and competing needs to best fulfill our mission, vision and values.

2023 - 2025

- ▶ Maximize efficiencies/control costs
- ▶ Ensure fiscal accountability of DWIHN and our partners
- ▶ Ensure fiscally responsible practices in facilities management internally and externally



Quality:

Safe, Patient Centered, Efficient, Equitable, Timely,
Effective

2023 - 2025

- ▶ Improve Population Health Outcomes by Managing Performance Improvement Outcomes
- ▶ Continue to Ensure Integration Efforts to Provide a Holistic Care Model
- ▶ Improve interoperability in an effort to share/access health information across systems for care coordination.
- ▶ Ensure Performance Driven Outcomes for Quality of Care and Services.



Talent Engagement (formally Workforce):

Competent and engaged employees and providers

2023 - 2025

- ▶ Create a Learning Health System
- ▶ Create a high-performance culture.
- ▶ Create a happy, healthy, and engaged workforce
- ▶ Promote Diversity Equity and Inclusion
- ▶ Improve the Social Determinants of Health