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.
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

Six pillars

Pillar 1
Customer

Pillar 2
Quality

Pillar 3
Advocacy

Pillar 4
Talent Engagement

Pillar 5
Access

Pillar 6
Finance
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