

STRATEGIC PLAN 2020-2021

Our Focus Areas and Goals



Strategic Growth

Invest in growth strategies that secure the patient base needed to support the clinical, education and research missions and thrive as a leader in interdisciplinary and translational research.

- Grow tertiary and quaternary programs by advancing select service lines to achieve **clinical and research excellence**.
- Strengthen MU Health Care's **image and reputation**.
- Ensure strength, sustainability and growth of **core services and primary points of entry** into the health system.
- Achieve **scale** needed to broaden our impact and support the clinical, education and research missions.



Patient & Family Experience

Ensure patients and their families are at the center of everything we do.

- Strengthen our **culture** to embrace the delivery of patient- and family-centered care.
- Make big easier by improving **access, navigation and communication**.



Our People

Attract, engage, develop and retain talented and diverse faculty, staff and leaders who bring distinction to MU Health Care.

- Advance our **culture** to ensure that great talent want to continually learn, work and lead at MU Health Care.
- Continually enhance our **talent programs** to ensure an effective workforce supply for the future.



Quality and Safety

Seek innovations that instill the highest standards for quality and safety, enhancing the care we provide.

- Ensure the **highest quality and safety** with achievement of top quartile performance as ranked by US News & World Report, Vizient and CMS.
- Establish and leverage **partnerships** to improve transitions of care and optimize clinical outcomes.



Financial Performance

Ensure organizational adaptability, resilience and financial success.

- Maintain **strong financial performance** to enable continued and growing investment in the academic enterprise.
- Develop an **infrastructure** that promotes a sustainable and integrated academic health system.
- Ensure a culture of **compliance and organizational accountability**.

MISSION To save and improve lives.

VISION We will be Missouri's premier academic health system.