

Strategic Plan

VISION

Our community will be healthier because we will seek out and welcome those who need our services. All will be treated as family with integrated, coordinated care to improve health and personal well-being.

MISSION

Cherry Health improves the health and wellness of individuals by providing comprehensive primary and behavioral health care while encouraging access by those who are underserved.

Quadruple Aim

Improved Population Health

Improved Patient Experience

Improved Staff Experience

Reduced Health Systems Cost

Strategies

We will ensure access to care to all those who are in the communities we serve.

We will address the needs of the whole person with a continuum of integrated services to improve the health status of our community.

We will ensure patients experience friendly, respectful, efficient, empathic and timely services in an attractive environment.

We will be an employer who attracts, retains and values the best staff members, providing a culture of growth and development.

We will ensure we have the financial resources to pursue our mission.

Measurements

Collaboratively, with other organizations, we will serve at least 80% of the low-income population in the counties we serve.

Growth will increase by 2% each year as defined by increased numbers of medical, dental, behavioral health and vision care visits.

Achievement of clinical measures will exceed 75%.

Patient satisfaction scores will be maintained at a minimum of 92%.

Staff engagement results will exceed 80%.

Staff retention will exceed 87%.

Revenues will exceed expenses by 2%.