Cherry Health

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

- **Improved Patient Experience**
  - We will address the needs of the whole person with a continuum of integrated services to improve the health status of our community.
  - Achievement of clinical measures will exceed 75%.
  - Patient satisfaction scores will be maintained at a minimum of 92%.

- **Improved Staff Experience**
  - We will ensure patients experience friendly, respectful, efficient, empathic and timely services in an attractive environment.
  - We will ensure patient experience scores will be maintained at a minimum of 92%.
  - Staff engagement results will exceed 72%.

- **Reduced Health Systems Cost**
  - We will be an employer who attracts, retains and values the best staff members, providing a culture of growth and development.
  - Staff retention will exceed 87%.
  - Revenues will exceed expenses by 2%.

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**Measurements**

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- **Improved Staff Experience**
  - Staff engagement results will exceed 72%.

- **Reduced Health Systems Cost**
  - Revenues will exceed expenses by 2%.