

Strategic Roadmap

Vision

Better Health for All

Mission

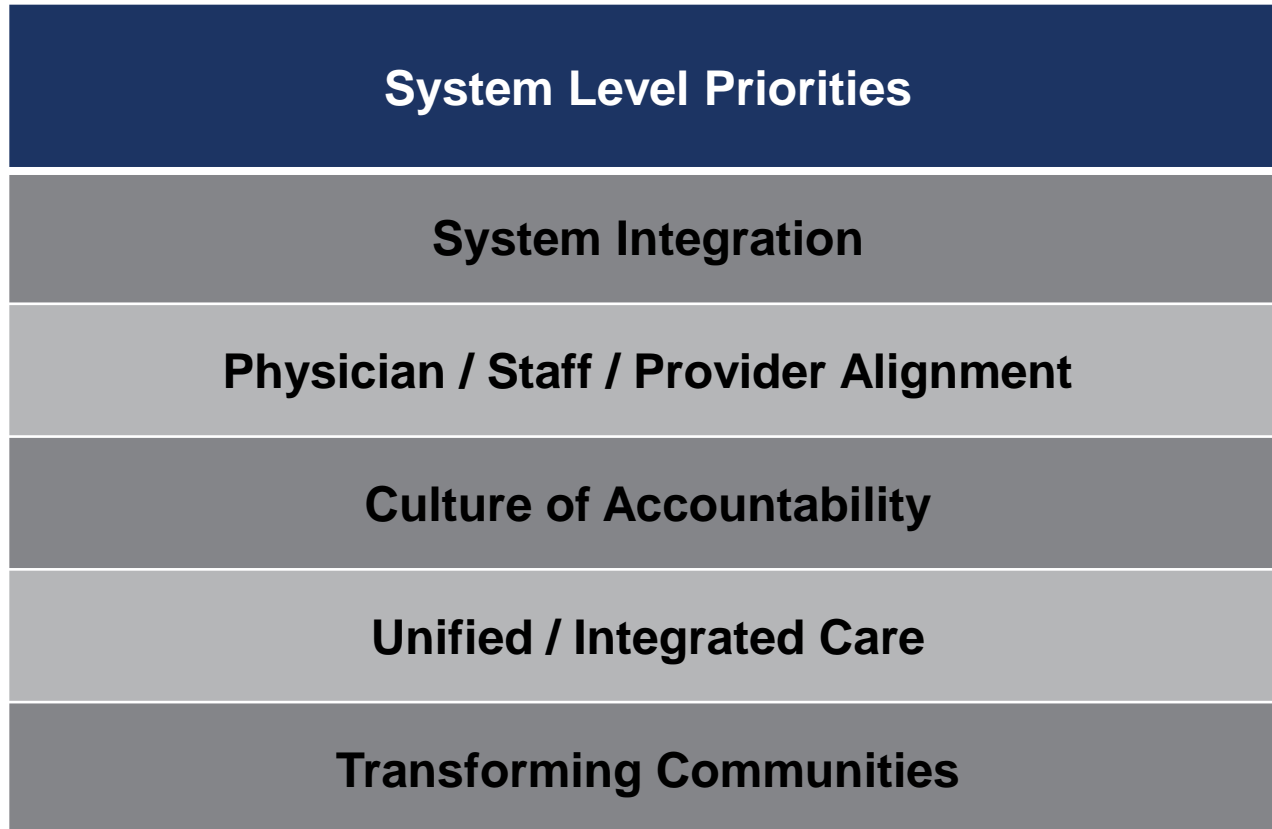
Dedicated to the Health and Well-being of Communities in Santa Clara County



The Forces of Change

Provider-Centric	FOCUS	Person-Centric/Customer
Passive	CUSTOMER	Involved & Informed
Disease & Treatment	OBJECTIVE	Health/Wellness & Prevention
Variation in Care Delivery	QUALITY	Standardized & Evidence-Based Care
Individuals	APPROACH	Population-Based
Episodic Fragmented Care	FLOW	Continuous & Coordinated
Inpatient Focused	DELIVERY SETTING	Ambulatory/Office/Home Focused
Baby Boomers	WORKFORCE	Diverse, Gen X & Millennials
Paper-Based	INFORMATION MANAGEMENT	Digital & Accessible Across
Limited Information Access	INFORMATION ACCESS	Transparent & Publicly Reported

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Core Objective

Increase healthy lifespan

Expected Outcomes

Healthier residents in healthy and safe environments

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Core Objective

Improve customer experience and service

Expected Outcomes

Care with compassion, dignity and respect



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Core Objective

Reduce burden of illness and cost of care

Expected Outcomes

Greater accountability and transparency

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Core Objective

Coordinate seamlessly across disciplines to best serve patients

Expected Outcomes

High quality and effective care



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Core Objective

Improve training, retention and recruitment

Expected Outcomes

High-performing and satisfied workforce in integrated system

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Core Objective

Decrease redundancies, delays and cost of care

Expected Outcomes

Timely, accessible and effective care



Strategic Roadmap

Integrated care teams

System-wide balanced portfolio dashboard

Partnership for Patients

Community transformation initiatives

HealthLink

Critical Activities & Resources

Labor – Management Partnership

Retain market share

Stakeholder engagement

Expand primary care and patient centered medical homes

Behavioral health integration