

Mt. Ascutney Hospital and Health Center

Strategic Initiatives

Hospital Report Card 2016

As a not for profit community hospital, Mt. Ascutney Hospital and Health Center (MAHHC) continuously seeks opportunities to promote health and wellness for our community. This past year was especially rewarding for us in terms planning work that we completed.

Strategic Planning Work This Past Year:

In 2011, the Board of MAHHC embarked upon an ambitious strategy to chart its future course. Included in this strategy was the creation of three major documents to guide the organization in the coming years. Those documents are:

- Three year Strategic Plan
- Board Assessment and Governance Plan
- Annual Implementation Plan

Over the course of the year, Board members, medical staff members, employees, third party affiliates, and community members discussed the current role of MAHHC and where future efforts will be directed. At the end of the process, MAHHC now has a detailed three year plan (including medical manpower needs assessment).

Following completion of the process described above, the Strategic Planning Committee prepared the following recommendations for the MAHHC Board; establishing a new mission, vision and goals that will fulfill the Board's responsibility for establishing the organization's strategic direction:

MISSION

"To improve the lives of those we serve."

VISION

“Mt. Ascutney Hospital and Health Center will achieve high quality care, high patient satisfaction, and high value through:

- ***Development of programs based on community need and sustainability***
- ***Multi-disciplinary and regional cooperation***
- ***Involvement of patients in their own care decisions***
- ***Empowerment and respect of our staff***
- ***Fiscal responsibility***

Our success will be measured by the improvement of the health, wellness, and comfort of those we serve.”

GOALS

Critical Issue	Goal
People	We will foster and build a culture of accountability and performance management into our workforce.
Service	We will maintain and build upon our competitive advantage of service excellence, treating each patient and family member with respect and dignity, to achieve provider of choice status in our region.
Quality / Safety	We will deliver the highest quality care and evidenced based practice throughout the Mt. Ascutney Hospital and Health Center (MAHHC) organization.
Finance	We will meet or exceed financial ratio targets, which will be set at levels sufficient to develop financial capacity to meet projected strategic investment needs.
Growth/ Programs	We will investigate whether or not MAHHC should pursue cooperation with other organizations and providers who share common values to enhance the continuum of care.
Governance	Our Board of Trustees will be knowledgeable and educated on the important metrics and trends of our organization and the health care field in general.
Public Awareness	We will engage our community in meaningful ways to inform them of our programs, services, and opportunities for mutual benefit.

