

### WORKING TOGETHER, WE IMPROVE PEOPLE'S LIVES

Reduced healthcare costs

Excellent care experience

Improved community health

Workplace Wellbeing

### CONTINUOUSLY IMPROVE OUR CARE

#### Ensure safe and reliable processes

1. Reinforce continuous improvement and safety culture.
2. Optimize process standardization using recognized best practices.

#### Acknowledge and address priorities of those we serve

1. Amplify stakeholders' voices in our work.
2. Promote equity and inclusion in our words and actions.
3. Achieve customer service excellence.

#### Strengthen community relationships

1. Build upon Porter's role as a community "anchor institution."
2. Pursue intentional collaborations advancing our strategic priorities.

### EMPOWER A COLLABORATIVE, LEARNING WORKPLACE

#### Cultivate professional growth

1. Hardwire employment best practices.
2. Support strategic learning priorities.
3. Invest in our present and future workforce.

#### Strengthen performance improvement capabilities

1. Optimize Epic use to improve care.
2. Improve information management and process improvement resources.

#### Demonstrate alignment in values, leadership, and operations

1. Nurture respectful and productive work relationships.
2. Build team-based leadership approaches.
3. Be proactive and engaged leaders in UVMHN strategic priorities.

### MAINTAIN FINANCIAL HEALTH

#### Demonstrate responsible stewardship

1. Ensure versatile and sustainable staffing.
2. Improve financial planning and management processes.
3. Provide healthy and efficient care and work facilities.
4. Address environmental sustainability priorities.

#### Optimize access to care

1. Develop clinical service and program priorities sustainably.
2. Empower consumer engagement with our care system.

### OUR MISSION

To improve the health of our community, one person at a time.