WALLA WALLA GENERAL HOSPITAL

building today for tomorrow's future





Adventist Health

WALLA WALLA GENERAL HOSPITAL 1025 SOUTH SECOND AVENUE WALLA WALLA, WA 99362 WWGH.COM

provide peace, hope and health as Christ did to every person we serve." **MONTY E. KNITTEL**

"We are committed to consistently providing quality care in a safe, healing environment that best meets the needs of our patients. To

ensure that we meet the current and future

needs of our community, we're directing our efforts toward Vision 20/20, with six initiatives

> you will find outlined in this guide. It is an honor to work with a team that shares a common mission of Sacred Work — to

> > PRESIDENT AND CEO WALLA WALLA GENERAL HOSPITAL



PEACE, HOPE, HEALTH, IT'S OUR MISSION.

Core Strategies

We will build upon our competencies of wellness. quality outcomes and patient experience, by enhancing our current core services and by expanding into programs where we have a unique opportunity to fill critical community needs. A fully engaged staff will be essential to our success. The result will be to serve more people in our community, an increased market share, and an improved operating margin. We will be innovative in our partnerships with other providers, always keeping a focus on our mission and values.

INITIATIVE #1

Quality & Patient Experience

INITIATIVE #2 Adventist Health **Medical Group**

Primary Care

VALUE-BASED PERFORMANCE

Human Performance Supply Chain Revenue Cycle Real Estate & Facilities

INITIATIVE #6 Stewardship

STRATEGIC DIRECTION

SMART GROWTH Market Development Pavor Strategies

INITIATIVE #3 Cardiovascular Services

TRANSFORMATION

Care Delivery Patient Experience Physician Alignment Population Health

INITIATIVE #5 Partners & Alliances

INITIATIVE #4 Bottom Line Programs

#1 INITIATIVE

Transform our quality of care and patient experience, building on our current competencies to recognized for our top decile metrics.

#2 INITIATIVE

Improve primary care services at Medical Group clinical processes and programs aimed at managing the health and wellness of the populations we serve.

#3 INITIATIVE

Expand the range and scope of our cardiovascular services to and future needs in our community for both interventional and preventive treatment of heart disease.

#4 INITIATIVE

The overall sustainability of the organization through implementing programs with a bottom line impact.

#5 INITIATIVE

operational

efficiencies.

Develop Improve sustainable resource partnerships with other providers in our region to financial expand reach, improve services and provide our mission

#6 INITIATIVE

stewardship by fully ensuring resources in order to support