

  
**Strategic Plan**



With our patients and community at the center of all we do, our strategic priorities are:

**Growth, Access & Consumerism**

GOAL – Improve access to care and introduce services to inform and promote convenience to patient.

**STRATEGIES**

- Address the shortages in primary care and other key specialties.
- Successfully implement Graduate Medical Education Initiative
- Expand Bayhealth’s sites of care.
- Implement consumer services to elevate convenience to patients.

**Operational Excellence**

GOAL – Improve quality and service while reducing the cost of care through enhancing efficiency and effectiveness.

**STRATEGIES**

- Continue focus as a high-performing organization.
- Advance population health capabilities.
- Drive reduction in cost of care and enhanced quality.

**Collaborations**

GOAL – Affiliate with trusted partners to elevate services to the community.

**STRATEGIES**

- Participate in affiliations that demonstrate value to Bayhealth.
- Explore non-traditional collaborations.

**Culture & Alignment**

GOAL: Advance a culture of high engagement and high performance.

**STRATEGIES**

- Strengthen “systemness” of Bayhealth and eliminate barriers between sites of care.
- Elevate use of data and analytics in assessing service delivery.
- Implement processes to allow care providers to increase patient focus and improve personal wellness.
- Optimize organizational structure to better position Bayhealth to meet future healthcare delivery needs.

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