



EXECUTIVE SUMMARY: STRATEGIC PLAN (2009-2013)

The strategic plan represents Clarendon Health System's (CHS) mission, vision, values, objectives and actions. The plan provides the direction and priorities of the Chief Executive Officer and Board of Trustees that will lay the foundation for success in the future. It focuses on four Strategic Objectives that are key to the effectiveness of the health system. This plan serves as a proactive approach for ensuring that CHS is prepared and properly positioned to grow and continue providing health care to the community. Key indicators for success of this plan are: high patient satisfaction scores, ability to provide a wide range of services not available in many rural areas, and financial health.

MISSION, VISION AND VALUES STATEMENTS

MISSION - The mission statement describes the overall purpose of the organization.

"Our mission is to promote high-quality, cost-effective services and be the healthcare provider of choice."

VISION - The vision statement is the organizational goal of what CMH seeks for the future.

"Our vision is to be known as an outstanding community health system committed to extraordinary service and compassionate care."

VALUES – Values describe the culture in which the organization will serve its customers.

In achieving our mission and vision, the health system will deliver our customers an experience noted for its:

- ✚ **Excellence** – Strive to exceed expectations and maintain high standards
- ✚ **Compassion** – Provide service in a safe, caring and personalized manner
- ✚ **Efficiency** – Direct resources that will meet the desired results for quality, quantity and promptness

OBJECTIVES

- Motivate, Recognize and Retain Staff
- Provide High Quality of Services
- Increase Utilization of Services
- Operate in the Black with 5% Margin