



2009-2011 STRATEGIC PLAN SUMMARY

Approved by Evergreen Healthcare's Board of Commissioners – July 15, 2008



Evergreen embarked on a strategic planning process to respond to the changing health care environment and the growing needs of the community. This document is intended to summarize Evergreen's Strategic Plan for the 2009-2011 time frame. For more information on the Strategic Plan, contact Evergreen's Planning Department at 425.899.2642.

Purpose

Working together to enrich the health and well-being of every life we touch.

Mission

Evergreen Healthcare will advance the health of the community it serves through our dedication to high quality, safe, compassionate, and cost-effective health care.

Vision

Evergreen Healthcare will create an inclusive community health system that is the most trusted source for health care solutions.

Values

Compassion We care for and about our patients, families, and each other

Respect We respect the beliefs and values of everyone we encounter

Excellence We strive for excellence in all we do

Collaboration We work in partnership and believe every voice makes a difference

Accountability We are accountable to one another and to our community



STRATEGIC DIRECTION

I. RELATIONSHIPS

Exceed expectations through our partnerships with patients, families, communities, donors, staff and medical staff by:

- Cultivating community pride in Evergreen
- Improving service levels and patient satisfaction
- Adopting patient family centered care organizational-wide
- Enhancing recruitment and retention activities
- Sustaining and growing District medical practices
- Advancing Evergreen's mission and vision through increased philanthropic contributions

II. QUALITY

Demonstrate excellence and transparency in quality and patient safety by:

- Delivering both high quality and cost-effective health care
- Improving access to comparative information on clinical quality and prices
- Increasing clinical research activities
- Continuing to adopt both safe and evidence-based practices

III. GROWTH

Deliver innovative solutions for the growing and changing health care needs of the community in:

- Cancer
- Cardiovascular
- Chronic Care
- Neurosciences
- Orthopedics
- Primary Care
- Spine
- Women's and Children's

IV. FINANCE

Demonstrate financial stewardship to sustain and advance our ability to serve the community by:

- Improving operational efficiencies
- Improving throughput
- Increasing bed capacity
- Proactively planning space for short and long term growth