DHS Strategic Plan
The Why

1. Unify us together
2. Changing Landscape/External Factors
   • Service Competition and Structure
   • Technology and Science
   • Social Values
   • Legislation and Regulation
   • Global Economic Factors
Vision

Recognized nationally as a model integrated Health System

Mission

To advance the health of our patients and our communities by providing extraordinary care

Working in partnership with our labor unions and the broader LA community, DHS will pursue the following three to five year goals and objectives:
Population Health Management/ Value Based Care

**Goal:** Transform our system and services to provide cost-effective care of the whole patient across the continuum.

**Objectives:**

1. Increase the amount of time a patient is cared for in the right setting.
2. Increase the breadth of services available across the continuum.
3. Improve access to data and information to guide and monitor health outcomes and cost.
4. Increase the provision of tailored interactions for specific needs.
Quality and Patient Experience

**Goal:** Optimize clinical quality and patient experience.

**Objectives:**

1. Increase the number and utilization of systemwide shared practices.
2. Increase operational efficiency (i.e. reduce wait times).
3. Improve key clinical outcomes.
4. Foster and uphold a respectful, welcoming and safe environment and culture.
Workforce Optimization

**Goal:** To have a high performing workforce.

**Objectives:**

1. Enhance our workforce’s abilities to meet the changing needs of our organization.
2. Increase leadership/management effectiveness.
3. Increase the cultural competency and linguistic concordance of patient facing staff (current and future).
4. Increase the standardized practices and performance metrics by service lines/functional class
5. Improve the process of the hiring and recruitment.
Fiscal Sustainability

**Goal:** Ensure financial viability in support of our vision.

**Objectives:**

1. Create financial and clinical tools to facilitate fiscal management.
2. Maximize billing for services.
3. Implement Fiscal Stewardship Initiatives.
4. Increase alignment between programs and financial reimbursement.
NEXT STEPS