



UM BWMC Strategic Priorities

Fiscal Year 2023-2024



1

Safety and Quality

Achieve zero preventable harm for patients and team members and assure the use of evidence-based medicine in all clinical care settings.

STRATEGIES:

- Implement a safety of care model.
- Implement a quality of care model.
- Assure a safe work environment.

2

Access to Care

Build-out care delivery systems in our community by investing in programs of differentiation that promote equity and inclusion, to include digital health strategies.

STRATEGIES:

- Grow clinical programs of differentiation and participate in system-wide major clinical service lines.
- Increase impact on healthcare disparities.
- Optimize capabilities across the continuum of care.
- As an anchor institution, expand partnerships with community organizations, with a focus on wellness and community development.
- Launch a digital health strategy.
- Increase investment in physician and advanced practice providers retention and recruitment.

3

Patient and Consumer Engagement

Define and deliver a patient engagement strategy that delivers a consistent and exceptional experience.

STRATEGIES:

- Create a standardized patient and consumer experience.
- Extend the reach of patient engagement approaches to ambulatory and virtual settings.
- Expand integrated approach to patient safety and patient experience.
- Implement unified, evidence-based and interdisciplinary care language.
- Develop and communicate our unique market position in our local community, leveraging the UMMS brand.



4 Workforce and Culture

Become the destination employer for top talent by fostering an engaged, inclusive and diverse workforce aligned in excellence around our purpose and values.

STRATEGIES:

- Implement System-wide organizational values.
- Make equity, diversity and inclusion high visibility characteristics of our culture.
- Assure market competitive compensation for all team members.
- Expand services to support team member well-being.
- Accelerate team member engagement with “One UMMS.”
- Invest further in team member development.
- Assure consistent compliance and accountability to earn the trust of the patients and communities we serve.

5 Academic Health System

Leverage our unique “university-based” health system brand as a differentiator, so people appreciate the value that discovery and education-centered missions bring to their communities.

STRATEGIES:

- Determine the evolution among UM BWMC employed and affiliated private practice physicians and faculty physicians.
- Support a unified approach to research across all UMMS member organizations.
- Contribute to a broad-based innovation strategy encompassing multiple partnerships.
- Expand education affiliations and participate in programs that are designed to retain clinicians finishing their training.



6 System Integration

Accelerate integration in priority areas to increasingly leverage our size and scale to increase system effectiveness and support member organization objectives.

STRATEGIES:

- Governance alignment: Increase UM BWMC Board alignment with System and other member organization Boards.
- Financial management: Leverage our size and scale.
- Fundraising: Increase philanthropic support.
- Improve ease of movement of medical staff across member organizations.
- Participate in the development of clinical provider quality standards.

7 Value-Based Care

Build out the integrated clinical, intelligence and operational model and infrastructure to assume more financial risk for additional insured populations.

STRATEGIES:

- Expand the coverage of and enhance the effectiveness of the UMMS clinically integrated network.
- Deliver more value to Medicare fee-for-service attributed population.
- Develop new clinical care models to provide care in an effort to reduce cost.
- Serve more defined populations requiring the assumption of risk.