Mary's Center

2024-2027 Strategic Plan Overview

Mary's Center Vision, Mission, Values

VISION:
Our expression of the world we want to create – *The "To Be"*

"Healthy and thriving communities for all."

MISSION:
What we do every day to achieve our Vision – *The "To Do"*

"We embrace all communities, providing them with quality healthcare, education, and social services that enable them to build better futures."

VALUES:
How we relate to each other

Participant-Centered | Accountable | Respectful | Team First

STRATEGIC PILLARS:
Key domains that hold up our Mission over time

Team Vitality | Participant-Focused | Financial Strength | Service Innovation

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2024 Strategic Priorities

Strategic Pillar	Team Vitality	Participant Focus	Financial Strength	Service Innovation
Objective	Transparent opportunities for growth & work-life harmony for all staff	Increased access to the highest quality comprehensive care	Financial self-sustainability through diversified revenue	Enhanced agility to meet organizational & community needs
Key Results	• Career Roadmap in place • Greater employee engagement • More proactive staffing • Increased staff retention *(reduced from 22% to 15%)*	• 90% of participants secured appt within a defined timeframe • 100% of participants offered other Mary's Center services • Increase patient satisfaction	• Improved cash factor *(increase revenue from reimbursable services)* • Timely procurement processes in place	• Increase responsiveness to identified community needs • Greater utilization of innovative systems to meet organizational needs

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3

Implementation Plan Overview

The complete implementation plan includes a team leader, completion metrics, key deliverables, and a deadline for each goal.

Objectives

Transparent Opportunities for Growth & Work-life Harmony For All Staff	Increased Access To The Highest Quality Of Comprehensive Care	Financial Self-sustainability Through Diversified Revenue	Enhanced Agility To Meet Organization & Community Needs

Activities

◉ Launch Employee Advisory Council (EAC) to gather feedback and ideas	◉ Simplify and Finalize the Productivity Dashboard	◉ Put equitable systems into place to improve visibility and controls	◉ Revamp the website to enable the integration of AI
◉ Expand and formalize recruitment pipeline strategies	◉ ID Key Clinical Quality Measures	◉ Analyze revenue opportunities to diversify finances in an equitable manner	◉ Expand workforce development & community well-building
◉ Assess the leadership development program and implement areas of improvement	◉ Finalize Dashboard		◉ Integrate AI to increase efficiency in operations
	◉ Implement an SOP for Social Change Model cross-pollination		◉ Use research to update the data to show that the Social Change Model is working and used for participants

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THANK YOU

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