

HealthCareOne Business Strategy Summary

Vision

To be the most trusted integrated healthcare system in the region, delivering exceptional patient-centered care through innovation, compassion, and operational excellence.

Mission

HealthCareOne exists to improve the health and well-being of our communities by providing high-quality, accessible, and coordinated care for every patient we serve.

Strategic Pillars

1. Excellence in Patient Care

Deliver safe, effective, and compassionate care that improves patient outcomes and experiences.

2. Operational Efficiency and Sustainability

Optimize resources, reduce waste, and ensure financial sustainability to reinvest in patient services and innovation.

3. Digital Transformation and Innovation

Leverage advanced technologies, including AI and data analytics, to enhance clinical decision-making, streamline operations, and personalize care.

4. Workforce Engagement and Development

Build a supportive culture that attracts, retains, and develops talented staff while promoting well-being and resilience.

5. Community Health and Equity

Advance health equity by addressing social determinants of health and improving access to care for underserved populations.

Key Organizational Goals (Next 3 Years)

- Increase patient satisfaction scores by 15%.
- Reduce avoidable hospital readmissions by 10%.
- Expand telehealth visits to represent 25% of outpatient encounters.
- Achieve operational savings through efficiency initiatives.
- Implement advanced AI and data analytics solutions in at least two clinical or operational domains.

HealthCareOne views AI as a critical enabler to:

- Enhance clinical decision support for providers.
- Improve operational efficiency through predictive analytics in staffing, scheduling, and resource utilization.
- Elevate patient engagement by personalizing outreach and care pathways.