UNIVERSITY *of* **MARYLAND** **MEDICAL** **CENTER**

2018 VISION: UMMC will be known for providing high-value and compassionate care, improving health in Maryland and beyond, educating future health care leaders and discovering innovative ways to advance medicine worldwide.

10 Key Strategies

PATIENT SAFETY & QUALITY

Safety & Quality

1 Value of Care:
Achieve top-quartile performance on publicly available quality and patient safety measures

2 Population Health:
Coordinate transitions of care and reduce cost of care for patients with chronic or complex disease

HIGHLY ENGAGED PEOPLE

People

3 Culture of Excellence:
Achieve 90% satisfaction through key indicator question(s) on the employee opinion surveys

4 Enhanced Learning & Discovery:
Increase depth of training in cross-functional working and team-based care, medical informatics and diversity

EXCEPTIONAL SERVICE

Service

5 Patient Access/Expansion:
Achieve overall outpatient satisfaction at the 50th percentile in peer group

6 Alignment with Care Providers:
Increase patient care team and physician (faculty and community) alignment to drive quality objectives

STRATEGIC INNOVATION

Innovation

7 Clinical Focus:
Utilize the strength of both campuses to provide appropriate care at the right location, with a goal of delivering the most effective and cost efficient care for each patient

8 Strategic Ambulatory Growth:
Achieve access to care for new patient consults within 10 days 90% of the time

9 System Clinical Networks:
Advance patient care in four (4) new UMMS clinical program networks

STEWARDSHIP & COMMUNITY ENGAGEMENT

Stewardship

10 Margin Growth:
Improve efficiency, and achieve net operating margin of 2% by FY2015 and 3% by FY2016 to support our continued mission of providing top-quality patient care

OUR MISSION: WE HEAL • WE TEACH • WE DISCOVER • WE CARE