

## MISSION

UCFS Healthcare strives to eliminate health disparities and improve the health and well-being of the community.

## VISION

UCFS Healthcare, by performance, reputation, and partnership, will be Eastern CT's best choice for patient-centered health care.

## VALUES

### RESPONSIVENESS

We strive to meet the needs of the community and the expectations of our patients and clients and our colleagues in the most accessible and timely ways possible. We individualize our services to ensure that each person has their specific needs met and goals achieved.

### RESPECT

We treat everyone with respect and dignity. We meet each client where they are, providing culturally sensitive and linguistically appropriate services while protecting their privacy.

### INTEGRITY

We are fiscally and professionally accountable.

### COLLABORATION

We work as a team within our organization and partner with the community.

### EXCELLENCE

We provide the highest quality of service and strive to provide leading-edge and innovative models to best serve patients and clients.

### ADVOCACY

We stand with and for patients, clients, our organization, and the community to ensure that resources, policies, and practices best meet the needs of all who live here.



**UCFS Healthcare**  
Well-Being Redefined.

## STRATEGIC PLAN | 2022 - 2025

### PLAN GOALS → SUMMARY

#### GOAL 1

Strengthen the foundation for our future growth through further integrating our current programs and services to best serve and retain our current patients and clients.

#### GOAL 2

Become one of the best places to work in the region.

#### GOAL 3

Accelerate our work in diversity, equity, and inclusion to reduce disparities in healthcare access, quality, and outcomes and transform our organization.

#### GOAL 4

Expand and deepen our partnerships to increase the community's access to UCFS programs and resources that advance health and wellbeing.

#### GOAL 5

Build our internal capacity to leverage and use data to inform our decision making and organizational learning.

#### GOAL 6

Advance our governance approach to focus on UCFS Healthcare's strategic priorities.