

Mile Square Health Center Strategic Vision 2020-2023



Dear community member,

As our city, nation, and world face the unprecedented global COVID-19 pandemic, we are more aware than ever of the grave health and socioeconomic needs of our communities, including underserved children, adults, and seniors; public housing residents and homeless populations; and uninsured or underinsured individuals.

For over 50 years, UI Health Mile Square Health Center has provided quality health care services to populations impacted by health inequities. Our mission is to provide holistic, quality health services in the midst of an underserved, urban community.

We take pride in our storied history as one of the oldest Federally Qualified Health Centers (FQHC) in the nation, while also recognizing the need for continued growth in and elevation of our services to the community. Over the years, UI Mile Square has responded to growing community needs by expanding geographically and in our services.

Now more than ever is the time to recommit ourselves to our mission and our communities. We hope this strategic vision document can not only help our leadership set a strong course for the next three years, but also be a resource to our community members, patients, and partners in helping us create healthier communities for all.

Sincerely,

A handwritten signature in black ink, appearing to read "H Taylor".

Henry Taylor
President and CEO

Carl Malone
Board of Director Chair



Mile Square Health Center

Mission and Values

MISSION

The mission of Mile Square Health Center is to provide holistic, quality health services in the midst of an underserved, urban community. The concept of holistic services includes not only actions to restore health, but also to prevent disease, promote healthy life styles and personalized support to individuals and families. Community education, outreach, advocacy and caring involvement are important attributes of our mission. To achieve these goals, we acknowledge that our practice arena extends well beyond a "building" and into the heart of the community.

VALUES

We acknowledge our responsibility to treat all we serve with dignity and respect regardless of worldly status, race, ethnicity or individuality. We further acknowledge our obligation to care in a manner that is free of racial or cultural bias and accepting of differences among and within culture.

We believe that in unity there is strength. Therefore, our mission directs us to engage in a dynamic, empowering relationship with the community. This partnership requires a commitment to collaboration, personal involvement and professionalism.

We accept this responsibility to actively participate as a center for mentoring health professionals, young citizens and our colleagues. As a team, we believe that each of our members must act as both a leader and a follower in executing this mission.

Finally, we have accepted the challenge to excel in this endeavor. We recognize that to do so requires commitment to excellence, flexibility in mind and spirit, and clarity in communication.

Mile Square Health Center Strategic Pillars

High level drivers and measures of success



Financial Growth and Acumen:

MSHC's board and leadership position the health center for continued, sustainable growth.

Clinical Excellence:

MSHC's provider team delivers high-quality, patient-centered care that aligns with community needs.

Satisfaction:

MSHC's staff and patients alike feel supported, valued, and heard.

Community Engagement:

MSHC engages with its community consistently and proactively to build trust and understand community needs.

Mile Square Health Center Objectives

What must specifically be accomplished for each strategic pillar to be achieved

Financial Growth & Acumen:

Increase operating margin

Plan for sustainable growth

Diversify funding streams

Engage board in financial decision-making

Clinical Excellence:

Achieve national designations

Improve HRSA quartile rankings

Assess for social determinants of health

Enhance provider diversity

Integrate emergency preparedness

Satisfaction:

Foster staff satisfaction

Increase communication across sites

Ensure excellence from all staff

Improve patient experience

Community Engagement:

Implement community-based research

Increase community outreach

Engage board and leadership as ambassadors

Respond to diverse communities