



### ***Department Vision, Mission, Values & Goals***

We serve as an academic Department of Family Medicine and Community Health dedicated to a common vision, mission, and a set of values that guide how we will execute our strategic goals:

**Vision:** *Healthy people, families, and communities – with equal access for all*

**Mission:**

We pioneer novel approaches devoted to clinical care, medical and health professions education, research and health policy in Family Medicine and in Community Health, with a commitment to the health of populations who are most at risk

We foster partnership and collaboration to enhance and spread innovations that improve health and promote access for all

**Values:** Bringing several related disciplines together, we support a diverse, creative faculty with skills ranging from health policy to clinical care. We support their professional development, and we are committed to the improvement of their work life. We provide environments where they collaborate with each other, with learners, with teams, and with their patients, thinking outside traditional comfort zones and generating effective change. We serve as a catalyst to find solutions to complicated problems as we advocate for our patients and their communities, for rational transformation of the health care system, and for equal access for all.

**Goals and Strategies**

**Culture:**

**Goal:** We will be a highly functioning academic and clinical Department

**Strategies:**

- The Department's leadership and management infrastructure will be mission-driven, aligning planning and implementation, clarifying expectations, and supporting a culture of innovation and professional growth

### **Clinical Services:**

**Goal:** We will provide and promote equitable and accessible, innovative, high quality, evidence based clinical care to diverse communities.

#### **Strategies:**

- We will recruit and retain a Family Medicine workforce of a size and breadth to meet the needs of the diverse community of central Massachusetts
- We will support innovative systems and programs, with emphasis on integrated behavioral health, that support all Department practices in the care of patients across the entire spectrum of clinical conditions and settings of care delivery
- We will implement practice improvements that increase the satisfaction of our physicians, the health care delivery team, and our patients, and improve quality and effectiveness of care
- We will apply methods for the creation, measurement, and maintenance of a clinically superior healthcare workforce with highlight on the preservation of the patient/physician relationship
- Our clinical services will be inspired by the principles of the Quadruple Aim of better health and better health care, at lower cost, with improvement in the work life of our Family Medicine workforce

### **Community Health:**

**Goal:** We will integrate community health into our family medicine practices, training programs and scholarship while engaging communities and community-based coalitions to improve the health of communities and populations

#### **Strategies:**

- We will partner with community health centers, community agencies, and public health entities to develop community responsive services to improve health equity and reduce health disparities
- We will integrate training in population health concepts and the application of community health strategies within our education and clinical training programs
- We will implement and evaluate innovative and sustainable models of health care for diverse and vulnerable populations, serving as an academic partner for Commonwealth Medicine and other departments

### **Education:**

**Goal:** We will offer dynamic education programs that serve as a leading resource for addressing the primary care and public health workforce needs of the Commonwealth of Massachusetts

#### **Strategies:**

- We will train outstanding, patient-centered, community-responsive clinicians and public health professionals to be leaders in providing quality health care services to diverse populations
- We will integrate teaching within all of our practices, based in community settings that reflect the health care needs of the Commonwealth, with an emphasis on training for shortage area practice
- We value a rigorous curriculum with particular attention to addressing wellness, the social determinants of health, evidence-based medicine and team-based practice transformation
- Our faculty respond to the needs of our learners, focusing on innovation while evaluating and disseminating outcomes via peer-reviewed scholarship

## **Research:**

**Goal:** The Department will conduct and disseminate prominent and relevant research focused on health promotion, disease prevention and innovative approaches in primary health care, with a particular focus on health disparities

## **Strategies:**

- We will support a core group of research faculty who will conduct research focused on health promotion, disease prevention, and innovative approaches in primary health care
- We will enhance our approaches to research collaboration that are bidirectional and responsive to community priorities by working with community practices and partners, Commonwealth Medicine and other departments
- We will support an environment for scholarship across the Department's residencies and fellowships, and at each of our health centers