

Caring. Committed. Connected.



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ACCESS

Mission, Vision, Values & Strategy

2007-2010





MISSION

The mission of ACCESS is to provide high quality, comprehensive community-based health care for the underserved in the greater Chicago area and beyond.

VISION

ACCESS offers a nationally recognized model for expanding quality health care for underserved populations.

- Our patients consider ACCESS to be their medical home and turn to us for a continuum of services provided directly by ACCESS or assured through partnerships with hospitals and service organizations.
- Our quality standards, customer service approaches, and systems for health promotion and chronic disease management demonstrate critical advances in reducing racial and ethnic disparities in health.
- Our employees find joy in their work and mutual respect within the workplace.

ACCESS pursues strategic growth, reaching over 300,000 underserved patients, including 60,000 who are uninsured. (This number is equal to 10% of the total uninsured population of Chicago.) ACCESS reinvests in facilities, equipment, health information technology and workforce development.

VALUES

Caring...

We serve our patients, communities and each other with respect and compassion.

Committed...

We strive for excellence by setting ambitious goals and learning from our results.

Connected...

We promote the health of our patients and neighborhoods through teamwork and partnerships.



STRATEGIC PLAN FOR 2007 THROUGH 2010

Provide access for our patients to a continuum of high quality care.

Adopt specific pathways for the provision of services we currently offer.

Identify referral options available to patients across our network and develop additional collaborative relationships with health systems and other resources to address unmet patient need.

Identify new ACCESS service lines to expand options for delivery of care within our network.

Create and implement a “quality model” to be used across the organization.

Set and achieve specific organization-wide standards for quality that address community health status.

Establish a staff training program aligned to quality standards in both clinical and customer service areas.

Provide the infrastructure (facilities, equipment, technology, resources) necessary to support the attainment of the quality standards.

Generate the resources to invest in patient care, quality systems, workforce development, medical technology, facilities, and repayment of long-term debt.

Implement a mix of business approaches to achieve sufficient cash flow for these investments.

Define organization-wide processes to facilitate the development of new programs and initiatives.