



2024-2027 Strategic Overview:

“Aligning Key Initiatives”



Our Mission

*In an environment of **learning** and **innovation** we serve our **diverse community** with **high quality compassionate care***

Our Vision

*To improve the health of the community by being the **provider of choice** for **health care delivery and education***



Our Values



About ARMC

456 licensed beds

5 primary care clinics

40 outpatient specialty clinics

3 medical mobile units (inc. Breathmobiles)

4,000+ employees

500+ physicians and advanced practice professionals

225 resident physicians and fellows

700 medical students

Level 1 trauma center

Regional burn center

Comprehensive stroke center

Comprehensive cancer care center

University affiliated



By building upon our successes, ARMC is charting a pathway towards “World Class” through *alignment, action* and *accountability*...

... and have a strategic intent to be ...



- ✓ a **CMS 5 Star** rated facility
- ✓ **#1 Hospital for Patient Care** in the Inland Empire
- ✓ **#1 Healthcare Employer** in the Inland Empire
- ✓ **Grow and sustain financial stewardship**





PEOPLE SERVICE FINANCE GROWTH QUALITY COMMUNITY

Engagement

Patient
Throughput

Supplemental
Funding

Patient
Access
(Primary &
Specialty Care)

Clinical Quality
Indicators

Outreach &
Engagement

Employees &
Practitioners

Patient
Experience

Revenue and
Costs

Service Line
Development

Regulatory
Readiness

Population
Health





Engagement

- Bi-Directional Communication
- Wellness
- Pay & Benefits

Employees & Practitioners

- Labor Management
- H.R. Throughput & Efficiencies
- Medical Staff Office Efficiencies





Patient Throughput

- Continuum of Care
- Operational Efficiencies
- Higher Level of Care Destination

Patient Experience

- Communication
- Responsiveness
- Overall Recommend





Supplemental Funding

- Data Analytics
- Access
- Documentation Integrity

Revenue & Cost

- Revenue Enhancement
- Expense Management
- Operational Efficiencies





Patient Access (Primary & Specialty Care)

- Provider Composition
- Provider Utilization
- Referral Management

Service Line Development & Alignment

- Modernizing Care
- Obtaining & Attracting Patients
- Stabilizing and Strengthen Service Lines





Clinical Quality Indicators

- Value Based Programs
- Reduction of Preventable Harm
- Improving Quality Outcomes

Regulatory Readiness

- Maintaining and Sustaining Compliance with Regulatory Agencies and Accrediting organizations





PEOPLE

SERVICE

FINANCE

GROWTH

QUALITY

COMMUNITY

Outreach & Engagement

- Integrated Community Health
- Addressing Healthcare Disparities
- Community Partnerships

Population Health

- Meeting Patients Where They Are (Whole Person Care)
- Reducing Health Disparities





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