

# Yale University Health Services 2005 Strategic Initiatives

**Strategic initiatives central to our mission as defined by the YUHS Executive Committee include:**

- 1) Successful accreditation by the **Joint Commission on the Accreditation of Healthcare Organizations (JCAHO)** will assist us in defining standards of clinical quality and service to our members and enable us to create consistent policies and procedures for a variety of organizational issues.
- 2) Continued development of **population medicine** initiatives. This model, in which YUHS identifies populations of patients and defines best preventive practices and care interventions to help them remain as healthy as possible, has met with great success. Population medicine programs include immunizations for children and adults and care groups for diabetes mellitus and asthma patients.
- 3) **Clinical process improvement** for our large, high-volume clinical areas places a strategic focus on and dedicates resources to improve telephone and appointment access. YUHS continually strives to improve patient service and clinical access.
- 4) Increase **communication** to and from constituencies such as members, staff and the University community by developing a comprehensive strategy that encompasses the growing need for timely and relevant information.