



adagioHEALTH

Strategic Vision



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Preamble

This Strategic Vision reflects Adagio Health's desire to break out of the mold. Instead of determining exactly where we want to be and what we think we will be doing in five years, we have enlivened a strategic planning process that provides for ongoing strategic thinking, questioning, and problem solving.

The inception of this strategic planning process began in October 2003 when our Board of Directors and staff representing a cross-section of the agency came together to envision the world in the years ahead and imagine how Adagio Health (Family Health Council at that time) might respond to that world. In January 2004, Board and senior staff members participated in vision exercises based on the themes that emerged from October's brainstorming session. It was at this point that the Board determined that the best way to translate the resultant vision themes into sustainable action was through an approach to strategic planning involving Strategic Work Teams. A Strategic Work Team is a small group of up to 8 members, representing both Board and senior staff, working intensely together for a short amount of time to tackle a specific issue inherent to achieving our strategic vision.

This Strategic Vision forces us to actively incorporate the discipline of the strategic planning process into our day--to--day management of the organization. It allows us to retain flexibility to adapt to change and respond to opportunities and challenges – both now and in the future. It encourages a participatory process in identifying gaps and needs to best refine and develop our services, education, research, and advocacy to meet the needs of the individuals we serve. It builds upon the strengths of both the organization and the individuals within the organization who work diligently toward promoting the health of women and their families and the communities in which they live. We envision women and their families living healthier lives; this Strategic Vision guides us on our path to help the individuals we serve take control of their health.

Mission Statement

Adagio Health promotes the reproductive health and overall well-being of women of all ages, their families, and their communities by providing healthcare services and educational programs that are responsive and creative.

Vision Statement

We envision women and their families living healthier lives. As a catalyst, a service provider, and a community educator, we bring together the elements to help achieve this vision.

Value Statement

We believe that all women and their families should have equal access to quality health services, that these services should emphasize prevention and education, that these services should be provided in a confidential and respectful manner, and that all women should be able to decide for themselves when and whether to have children. We further believe that steadfast adherence to these values results in stronger, healthier families.

Adagio Health lives out its Strategic Vision by fulfilling our roles as:

...Catalyst

Adagio Health seeks to leverage its own capacity to spark change by focusing our efforts on leading the field in creating and advocating for solutions needed to help achieve our vision.

In this role as catalyst, Adagio Health garners the energy of key people (public opinion leaders, consumers, and legislators), community groups (parent's groups, local civic associations, and tenant's organizations), and institutions (foundations, corporations, governmental agencies, and other non-profit organizations).

Together with these key players, Adagio Health addresses the problems of health care disparities, identified but unmet needs, healthcare access issues, and recognition of problematic health issues. Tackling these issues allows us to better serve our clients.

Our leadership and advocacy are strengthened by our pursuit of cutting-edge research on relevant issues in the field.

...Service Provider

As a service provider, Adagio Health strives to make a measurable difference in our clients' lives and an impact in the communities we serve.

Adagio Health constantly strives to improve the quality of our services and hold ourselves accountable by measuring operational and clinical effectiveness and efficiency. This is so crucial to us that we with our family planning colleagues around the country are participating in, designing, piloting, and instituting benchmarks for measurement and accountability in service provision.

Every client visit should exceed our clients' expectations; this will, in turn, increase client recruitment and improve client retention. Specifically, every visit should surpass expectations in the areas of:

- Quality of medical care and education

- Customer service from all Adagio Health employees

- Facility ambiance and maintenance

We will continuously work to identify and pursue opportunities to enhance and improve service delivery, and to create and sustain new services, assuring best outcomes through solid collaborations and community partnerships.

We expect that all employees, regardless of position, inculcate our Mission, Vision, and Values such that they are reflected in their attitudes, actions, and delivery of care.

Adagio Health promotes continuous improvement and ongoing development of our staff's clinical, managerial, and leadership skills.

We strive to deliver services with the same philosophy of care throughout our entire direct and service contracted network.

We strive to increase the number of persons served by consistently communicating our expertise and the merits of our services in the communities we serve.

Adagio Health will constantly strive to improve our fiscal viability, ensuring that we reach out to serve all women who need our services for any reason.

...Community Educator

In our role as a community educator, Adagio Health empowers women and their families to live healthier lives.

We place an emphasis on prevention and education in everything that we do.

We educate our clients in all of the settings that we may encounter them: our medical offices, nutrition programs, school based programs, cancer screening programs, youth oriented street outreach, health fairs, and any other type of setting where we have existing or new services, partnerships or collaborations.

We work to create a climate that is conducive to supporting the mission of Adagio Health and the identified needs of our clients.

We continually educate federal and state legislators and influence policy development.

We send clear messages about who we are, what we do, and what we believe with the goal of increasing awareness of our expertise and value to the communities we serve by creating a consistent brand identity.

Conclusion

Adagio Health developed this strategic vision to allow for accountability, constant improvement of our organizational capacity, and proper stewardship of the trust placed in us. By infusing our strategic planning process with an approach that allows us to reach for the stars while remaining grounded by the recognition of the day-to-day needs of those we serve, we improve, grow, and strengthen our services every day.