



Growth: Creating a Vision, Leading Forward

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Our Purpose and Who We Are



MISSION

Helping people live the healthiest lives possible®



VISION

Be a model health system by providing extraordinary care and superior service at an affordable cost.



VALUES

- Integrity
- Trust
- Equity
- Excellence
- Accountability
- Mutual Respect

Intermountain Healthcare: Defining Our Terms

**Mission, Vision,
Values**

- Our purpose and who we are

**Fundamentals of
Extraordinary Care**

- How we win every day

Strategic Framework

- How we win in the future

Goals and KPIs

How we hold ourselves accountable



Our Value Creation Strategy

We are better positioned than any other healthcare system in the country to be the model health system of the future



Our Strategic Framework

To build a sustainable strategic advantage through our mission and value-focused model, together we will:



Excel across all
Fundamentals
of Care



Create the
best consumer
and caregiver
experience in
healthcare



Develop
the clinical
models of
the future



Make care
seamless,
accessible, and
affordable to
all we serve



Drive equity
and health for
all caregivers
and
communities



Extend our
reach across the
Intermountain
West and
beyond



Our Bold Ambition: Be the Model System

Having
the most
engaged,
innovative
workforce

Least
expensive,
least
restrictive

Accelerating
consumerism
and equity

Keeping
people and
communities
well

Growing and
making big,
calculated
bets

Keep people healthier for less while
delivering the best and most caring experience



One of Many Whys: Rural Health

Rural Americans are at **greater risk of death** than urban Americans from 5 leading causes:

- Heart disease
- Cancer
- Unintentional injury
- Chronic lower respiratory disease
- Stroke

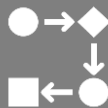
Leadership Structure



Chief Physician
Executive and
Chief Medical
Officers (3)



Associate Chief
Medical Officers
(4)



Senior Medical
Directors
(Specialty, Service
Line)



Medical
Directors



Clinic Leads

The Physician (and every) Leader

- Mission: knows their why, inspires, puts people first, commits to equitable excellence
- Empowers: builds trust and high performing teams with authenticity, integrity, vulnerability
- Drives: prioritizes with diverse input and perspective, makes decisions, knows what winning is, learns and improves
- Acts: takes the initiative, nurtures safety, listens, promotes good conflict, collaborates, delivers outcomes

Case Study: Communicating Change



Draft message and
comms plan



Socialize and
catch-ball with
senior leaders



Share plan and
expectations with
leadership team



Execute, debrief,
plan next steps

Empowering Care with Key Messages



Your Questions and Comments



Roundtable Starter Questions



- Given what you've experienced over the last couple of years, how have your strategic plans adapted to the new healthcare environment?
- How has COVID changed your approach to mergers and acquisitions?