

# Washington State Department of Health

## Strategic Plan Overview

### VISION

People in Washington enjoy longer and healthier lives because they live in healthy families and communities.

### STRATEGY

Through collaborations and partnerships, we will leverage the knowledge, relationships and resources necessary to influence the conditions that promote good health and safety for everyone.

### MISSION

The Department of Health works with others to protect and improve the health of all people in Washington State.

## WHAT WE DO FOR WASHINGTON STATE



## HOW WE DO OUR WORK

### Integrate continuous quality improvement and performance management systems across the agency to best serve our customers

- Improve customer satisfaction and use of customer feedback
- Ensure performance management systems are used throughout the agency to measure progress toward agency and program goals
- Use Lean and other quality improvement principles to build a culture of continuous quality improvement

### Ensure core business services are efficient, innovative and transparent

- Develop and initiate appropriate policies and legislation to support our goals and objectives
- Work toward optimal public health funding and assess return on investment
- Make financial and business processes transparent; always seek customer engagement and input, and respond to customers' business needs and feedback
- Develop and implement an agency-wide, comprehensive communication and marketing plan for internal staff, external partners and groups across the lifespan
- Enhance our technological capabilities to meet current and future business needs

### Improve organizational health and expand workforce development

- Improve the skills and capabilities of our workforce to advance agency priorities
- Develop and implement an agency succession plan
- Improve the organizational health of the agency
- Integrate workplace health and wellness into agency activities and policies
- Ensure a robust and collaborative partnership with academia

### FOUNDATIONS

**MODELS:** Socio-Ecological • Determinants of Health • Life Course • Place Matters

**GUIDING PRINCIPLES:** Evidence-Based Public Health Practice • Partnership • Transparency • Health Equity • Seven Generations