

2023 STRATEGIC PLAN OVERVIEW

MISSION STATEMENT

Alliance Medical Ministry provides access to compassionate, whole-person primary care for working, uninsured adults in order to reduce health disparities in Wake County.

VALUES & GUIDING PRINCIPLES

Equity

Collaboration

Respect

Quality

Sustainability

VISION

All Wake County residents have access to quality health care and the self-determination to improve their health and well-being.

ORGANIZATIONAL GOALS

1
Uninsured households will receive the primary care they need at AMM to improve their health outcomes.

2
Patients at AMM will improve their understanding, confidence, & ability to manage chronic illnesses, including prevention of acute exacerbations.

3
Patients at AMM will have the diverse support necessary to ensure their ongoing health and well-being.

4
AMM will have the capacity and resources to meet the diverse needs of those seeking care.

OUTCOMES

1. Eligible patients enroll into AMM Health Services.
2. Patients at AMM experience culturally-competent health care.
3. Patients at AMM have access to education that bolsters self-confidence to utilize all necessary services.
4. Patients at AMM improve their health outcomes.
5. Percentage of patients that improve their health-related outcomes.

1. Patients adhere to their health-improvement plan.
2. Patients increase their understanding of their chronic illness.
3. Patients provide monitoring data between visits and know their most recent readings.
4. Patients use nutrition/food to manage their illness and improve their health.

1. Patients increase the number of services they receive to meet some of their basic SDOH needs.
2. Patients at AMM report improvements in spiritual and mental health.
3. Agency partners, community members, and influential stakeholders invest resources of all types in improving the SDOH for AMM patients and the neighborhoods where they live.

1. AMM provides culturally competent care that meets the unique cultural backgrounds of those seeking services.
2. AMM increases the resources available for diverse services.
3. AMM continuously improves the quality of services based on patient feedback and data.
4. AMM increases & improves relationships/partnerships with other service providers.

METRICS OF SUCCESS

- Number of patients seen
- Annual growth rate
- Percentage of estimated uninsured population in Wake County that is served by AMM
- Percentage of patients that improve their health-related outcomes (e.g. blood pressure for patients with hypertension, A1c for patients with diabetes)

- Changes in the number of patients reporting increased confidence in managing illness
- Decrease in frequency of primary care visits per patient
- Decrease in frequency of ER/Hospital visits per patient

- Number of treatment plans completed
- Number of treatment plans and therapies placed related to AMM-identified SDOH
- Changes in the number of patients who report the increased use of SDOH-related supports
- Decrease in the number of food-insecure patients

- Percentage of annual fundraising goal achieved
- Percentage of donors from last year donating this year
- Percentage of unrestricted gifts out of all gifts
- Staff turnover rate
- Human resources available
- Plan for space redesign completed and implementation started
- Medicaid expansion discussion