

2025

STRATEGIC PLAN

FLATHEAD VALLEY

TOGETHER, WE HAVE:

One mission
Quality, compassionate care for all.

One vision
*Reimagine health care through
connection, service and innovation.*

Common values

Be Kind



Work Together



Trust and Be Trusted



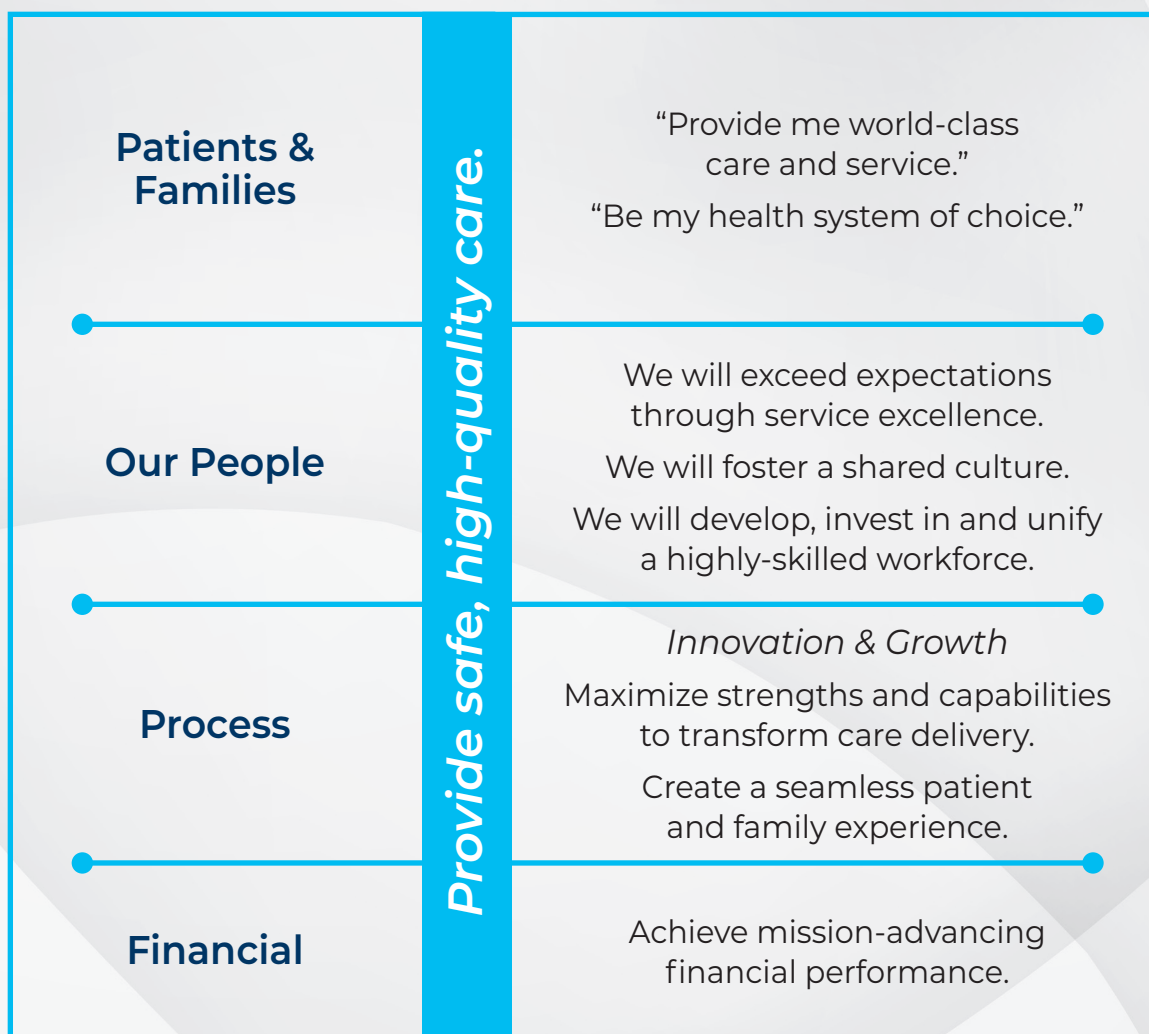
Strive for Excellence



SYSTEM

STRATEGY MAP

Our Vision: *Reimagine health care through connection, service and innovation.*



Our Values:

Be Kind

Work Together

Trust and Be Trusted

Strive for Excellence

Our Mission: *Quality, compassionate care for all.*

UNIFIED SYSTEM STRATEGY

Our strategic roadmap guides our integrated health system in advancing our mission and achieving our vision through focusing on five key areas:

Provide Safe, High-Quality Care

Billings Clinic-Logan Health will continue to be nationally recognized for exceptional clinical quality, patient safety and fostering an environment of high reliability. We are focused on whole-system quality and regulatory alignment and committed to financial stewardship through cost management and efficient practices.

Patients & Families

Our goal is to be the health system of choice for patients in our region. We work to ensure that care is connected, patients feel prioritized, and systems are in place to support delivery of exceptional care that is responsive, accessible and seamless.

Our People & Culture

We will foster a shared culture through setting common system behavior standards that are rooted in respect for people. Investing in our workforce through employee and leadership development delivers on our service-oriented approach to patient care.

Process | Innovation & Growth

Billings Clinic-Logan Health is transforming care delivery through building on our strengths as an integrated health system, enhancing clinical capabilities, and exceeding expectations of the patients and families we serve.

Financial

We are committed to sustaining a strong financial position that fosters strategic reinvestment and advances our mission of providing quality, compassionate care for all.

FLATHEAD VALLEY STRATEGY

Quality & Safety

- Logan Health is committed to a vision of zero harm.
- Investing in and supporting quality improvement leads us towards achieving this vision and articulates our commitment to providing safe, high-quality care.
- There is a dedicated focus on tracking quality metrics, focusing on improvement and ownership of results.

Embed quality in all areas.

Patients & Families

- Create an environment that supports healing for our patients and is welcoming to our communities as the system of choice for our region.
- Consistently deliver an A+ experience and make every interaction easy to navigate. Focus efforts on time to appointment via regular channels.
- Provide seamless and timely access to exceptional healthcare services, ensuring transformative and compassionate care that enhances the overall well-being of a healthier community.
- We strive to deliver sustainable and reasonable solutions that maintain a competitive edge in healthcare excellence.

Deliver person-centered care and pursue an exceptional experience for all patients.

Improve patient access.

Our People

- Support and engage our staff through aligned structures with a focus on retention and recruitment.
- Build intentional connections with our Flathead Valley staff, volunteers and community to foster engagement across the organization.

Retain and recruit a highly-skilled workforce.

Adopt and exhibit a culture that is people centered.

Process: Innovation & Growth

- Provide the right services in the right locations for the patients we serve and align a supportive infrastructure.
- Invest in and develop infrastructure to support long-term strategy.
- Execute master facility planning.

Optimize services and locations.

Financial

- Execute financial stability plan.
- Continue Rapid Performance Improvement (RPI) initiatives.
- Strategic Reinvestment: realize improvements towards financial stability while maintaining high standards of providing safe, quality care and excellent experience.

Achieve mission-advancing financial performance.





Billings Clinic

LOGAN
HEALTH