



## Strategic Plan 2023-2025

# Affirming and Enhancing our Commitment to Community



## Introduction

Building on the significant growth and momentum achieved through our 2019-2022 Strategic Plan, Manet Community Health Center has developed a new plan that will serve as a road map to guide the health center's progress over the next three years. The 2023-2025 Strategic Plan incorporates input from internal and external interviews and community assessments and is forged with an unwavering commitment to Diversity, Equity and Inclusion interwoven within each goal and tactic. While our Mission, Vision and Values remain, the health center's branding has been refreshed to reflect these qualities.

**We invite and welcome the continued engagement of our existing and new stakeholders as we work toward the successful completion of the plan.**

## **OUR MISSION:**

To ensure quality, comprehensive health care for all.

## **OUR VISION:**

To be an innovative, compassionate, welcoming health center that is a provider, employer, partner and charity of choice.

## **WE BELIEVE IN:**

- Equitable access and delivery of health care services
- Responsive, affordable services
- Continuous transformation
- Community collaboration



## FOCUS AREA 1

### **Service Excellence/ Patient Experience**

**Goal:** Further develop a culture of accountability and consistency. Set clear expectations for how patients are served, how efficiencies are achieved, and how staff are supported, equipped and trained to successfully deliver high quality care.



**FOUNDATIONAL**

**DIVERSITY • EQUITY • INCLUSION**



## FOCUS AREA 2

### Workforce and Culture

**Goal:** Ensure that Manet meets its ongoing and future staffing needs and becomes a recognized employer of choice.



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## FOCUS AREA 3

### IT/HIT Infrastructure

**Goal:** Evaluate current IT infrastructure, initiate enhancements and optimize the EHR platform.



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## FOCUS AREA 4

### **Behavioral Health Expansion**

**Goal:** Ensure that patients at all sites have easy, timely access to necessary high quality behavioral health services.





## FOCUS AREA 5

### 340B Pharmacy Program

**Goal:** Increase patient and staff awareness and organizational vigilance to optimize benefits for patients and retain or improve financial performance for Manet.



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## FOCUS AREA 6

### Strategic Investments & Expansions

**Goal:** Explore opportunities that increase accessibility and expand scope to meet present and future patient and community needs.





## FOCUS AREA 7

### **New Strategic Partner Development**

**Goal:** From a position of mission and organizational strength, explore opportunities for new and enhanced relationships that achieve mutual benefit for partner organizations and the patients we serve.



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# Manet Community Health Locations



## Attleboro

8 North Main Street  
Attleboro, MA 02703  
(508) 205-4600



## North Quincy

110 West Squantum Street  
North Quincy, MA 02171  
(617) 376-3000  
Clinic & Administrative Headquarters



## Community Outreach & Prevention Services Office

549 Washington Street  
Quincy, MA 02169  
(617) 993-0100



## Snug Harbor

9 Bicknell Street  
Quincy, MA 02169  
(617) 471-4715  
Clinic & Administrative Satellite



## Houghs Neck

1193 Sea Street  
Quincy, MA 02169  
(617) 471-8683



## Taunton

1 Washington Street, STE 140  
Taunton, MA 02780  
(508) 822-5500



## Hull

180 George Washington Blvd.  
Hull, MA 02045  
(781) 925-4550

## Coming Soon in 2023!

### Manet Community Health

at The Yawkey Housing Resource Center  
39 Broad Street  
Quincy, MA 02169

### Manet School-Based Health Center

at Taunton Public Schools  
Williams Street  
Taunton, MA 02780



# Manet Community Health

**We ensure quality, comprehensive health care for all.**

ATTLEBORO | HULL | QUINCY | TAUNTON

[www.manetchc.org](http://www.manetchc.org)