**Fundamentals Map**

**VISION**
A Healthier Washington

**VALUES**
People First Leadership Public Service Excellence

**MISSION**
Provide high quality health care through innovative health policies and purchasing strategies.

**OUTCOMES**
- Achieve the Triple Aim: Better Health, Better Care, Lower Cost
- A National Leader in Health Care Transformation
- Access to Quality Care
- Employer of Choice
- Trusted Stewards of Public Resources
- Effective Enterprise Leadership & Alignment
- Excellent Customer Experience (Internal & External)

**CORE PROCESSES**
- CP 1: Facilitating Access to High Quality Services
- CP 2: Purchasing for Value
- CP 3: Improving Clinical Outcomes & Care Delivery Systems
- CP 4: Designing Policy & Programs
- CP 5: Engaging Our External Environment
- CP 6: Supporting the HCA Workforce
- CP 7: Supporting Integrity & Transparency
- CP 8: Supporting Decisions with Data
- CP 9: Managing Financial Resources
- CP 10: Managing Technology & Systems Resources
- CP 11: Managing Agency Planning & Performance

**SUB PROCESSES**
- 1.1. Ensuring beneficiaries access to healthcare in publicly/employer funded programs
- 1.2. Ensuring awareness and fulfillment of rights and responsibilities in publicly/employer funded programs
- 1.3. Certifying, credentialing and enrolling people, providers, programs and employers
- 1.4. Developing, assessing and reporting on service compliance requirements
- 1.5. Managing customer needs
- 1.6. Helping people access the system
- 1.7. Supporting and educating recipients accessing our services
- 1.8. Providing human touch

**PROCESS OWNERS**
- Preston Cody
- Steve Dotson
- Laura Zaichkin
- Annette Schuffenhauer
- Amy Blondin
- David Learner
- Cathie Ott
- Taylor Linke
- Megan Atkinson
- Lynda Karseboom
- Karl Kern

**PROCESS MEASURES**
- CP 1 Access to right care, right time, right place
- CP 2 Improve Quality of Health Care
- CP 3 Constrain the Rate of Health Care Growth
- CP 4 Insurance Coverage
- CP 5 Health System Performance
- CP 6 Shared Decision Making with Internal & External Partners
- CP 7 Influencing State & National Policy
- CP 8 Attract & Retain Quality Employees
- CP 9 Customer Satisfaction
- CP 10 Accountability Management
- CP 11 Organizational Excellence & Alignment

**OUTCOMES**
- Key Goals
- Core Processes
- Vision
- Values
- Mission
- Outcomes