

Vision

A healthier Washington

Mission

Powered by the people we serve, we improve health across Washington by advancing equitable access to high-quality whole-person care.

Goals



Responding to the needs of Washingtonians



Closing gaps in health disparities and advancing health equity



Strengthening agency operations

Strategies

We design and deliver programs, policies, and services that reflect the needs, experiences, and priorities of the people we serve.

We mitigate coverage and service loss while maintaining regulatory compliance.

We improve health outcomes by strengthening quality, access, and affordability of the services and coverage we administer.

We advance community health outcomes through intentional, equity-driven program design and targeted investments.

We use our purchasing power to close gaps in access, coverage, and delivery system inequities.

We leverage data and best practices to identify disparities, inform decisions, and improve health outcomes.

We direct resources to agency priorities and strengthen alignment with our core functions to ensure they are effectively supported.

We identify core business needs aligned with agency priorities and use them to guide strategic technology investments.

We prepare our staff to succeed in a dynamic environment and deliver on agency priorities.



What we do

How we do it



We design and deliver programs, policies, and services that reflect the needs, experiences, and priorities of the people we serve.

We mitigate coverage and service loss while maintaining regulatory compliance.

We improve health outcomes by strengthening quality, access, and affordability of the services and coverage we administer.

We build consistent processes to collect, analyze, and prioritize customer feedback to guide program, policy, and service design.

We pursue policy, funding, and community partnership opportunities to mitigate regulatory impacts and protect coverage continuity.

We invest in innovative care and payment models that improve quality, access, and affordability across physical and behavioral health.



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We use our purchasing power to close gaps in access, coverage, and delivery system inequities.

We leverage data and best practices to identify disparities, inform decisions, and improve health outcomes.

We use data, community insight, and evidence to design equity-focused programs and target investments that improve community health outcomes.

We leverage strategic partnerships to shape marketplace initiatives that improve access and reduce inequities.

We redesign administrative and decision-making forums to ensure data, evidence, and equity considerations drive how we identify and address disparate outcomes.



We direct resources to agency priorities and strengthen alignment with our core functions to ensure they are effectively supported.

We identify core business needs aligned with agency priorities and use them to guide strategic technology investments.

We prepare our staff to succeed in a dynamic environment and deliver on agency priorities.

We modernize program and operational management systems to monitor performance and align resources with evolving state and federal priorities.

We align program, operational, and IT planning to modernize and scale technology systems that enhance customer experience and advance agency priorities.

We prioritize resources that build workforce readiness through equitable hiring practices, clear expectations, effective training, consistent policies, and improved employee experience.