

Our Mission: Providing exceptional quality, patient-centered care in healing environments

Our Vision: To be the best place to:

- Receive Care
- Work
- Practice Medicine

Our Values:

Integrity
Compassion
Accountability
Respect
Excellence

The Gila Regional Medical Center Strategic Plan was developed through a comprehensive process that was informed by market analysis and stakeholder feedback. Board Approval: May 2026



Care for our Caregivers

Goal: Foster a culture that cares for our caregivers by recruiting and developing an engaged workforce that is empowered, mission-driven, and accountable.

Key Initiatives: Recruitment of permanent staff and providers, employee engagement and development, recognition and retention planning



Enhance Patient Experience and Quality Outcomes

Goal: Cultivate an environment that strives to be a highly reliable organization, consistently delivering exceptional patient experiences, safety, and quality outcomes.

Key Initiatives: Improve safety and quality indicators, maintain health equity measures, implement customer service standards, enhance care coordination



Strive for Operational and Clinical Excellence

Goal: Continually optimize operations and maintain healthy clinical and financial performance by seeking innovation, improving processes, and reinvesting in infrastructure.

Key Initiatives: Develop culture of stewardship, optimize revenue cycle, create capital plan, enhance usage of technology, implement Master Facility Plan



Improve Local Access and Community Partnership

Goal: Strengthen access to care by enhancing services and building trusted community partnerships that meet people where they are and reflect the unique needs of the communities we serve.

Key Initiatives: Grow sustainable services, develop comprehensive marketing and community outreach plan, build trust and collaboration with community