

Vision: We are the catalyst to creating an effective culture & adaptive models across the university as an evolving world-class education, research, & service enterprise.

WHAT WE WANT TO ACHIEVE

WHAT WE WILL DO

Customer Results

Business Results

Tools & Resources

Learning & Development of our People

4. TO BUILD CONFIDENCE & SUSTAIN ACHIEVEMENT OF OUR SHARED GOALS.

HS Culture	Price	Time	Quality	Functional Needs	Service	Relations	Reputation
<ul style="list-style-type: none"> Institute cultural norms to ensure effectiveness & sustainability Use a high-performance Master Process 	<ul style="list-style-type: none"> Be comfortable with cost, benefit, & value Share options Make it easy to explain to others 	<ul style="list-style-type: none"> Assure best use of time Recognize value of time within processes & decisions for HSA units 	<ul style="list-style-type: none"> Recognize & exceed priority standards Educate on the Quality standards 	<ul style="list-style-type: none"> Partner to ensure compliance 	<ul style="list-style-type: none"> Educate Provide added benefit – facilitate goals in ways not previously recognized Integrate important tools / models, resources & cultural connections 	<ul style="list-style-type: none"> Build trust & understanding See & promote new programmatic relationships Highlight unit contributions, progress, achievements 	<ul style="list-style-type: none"> Be a valued neutral facilitator Be a resource for best-practice models

3. TO MAXIMIZE OUR IMPACT & DELIVER VALUE ...

More Business	New Value	Efficiency	Use of Assets
<ul style="list-style-type: none"> Respond to unmet needs in our core areas of responsibility Respond to University expansion 	<ul style="list-style-type: none"> Target the current & emerging needs of our HSA units, UW executives & users through alignment and a set of robust resource models & capabilities 	<ul style="list-style-type: none"> Be more proactive than reactive Introduce efficiency / effectiveness tools to free-up resources for 'more business' or 'new value', also control costs 	<ul style="list-style-type: none"> Expand our use of academic resources Leverage assets between HS units

2. & ASSEMBLE BEST-PRACTICE MODELS & COMMUNICATIONS TO HELP OUR EFFORTS ...

Approach	Processes	Organization	Systems, Standards & Measures	Finance	Communications & Info	Programs
<ul style="list-style-type: none"> Create a Master Process for decisions, project development and implementation Inventory a set of best-practices & benefits in providing our service 	<ul style="list-style-type: none"> Develop new operational improvement efficiency & effectiveness methods Create a well-understood set of standard operating procedures 	<ul style="list-style-type: none"> Require Unit Strategic Plans Design, implement, & have our units internalize an intentional, sustainable culture Provide training to address unmet needs Evaluate & develop effective incentives Create a Relationship Map – horizontal & vertical 	<ul style="list-style-type: none"> Establish a framework for managing Quality standards Outline work per a standard set of project elements Define, develop compliance standards, criteria, metrics & the means to communicate Implement systems for compliance-mgmt, lab-safety, and data-collection (EH&S pilot for general model) Clarify criteria & assessment model for value- & data-based decisions (Assessment Ladder) Define Business Continuity \$ Reserve standard 	<ul style="list-style-type: none"> Adapt new financial models Adjust cost-sharing model to fund a portion of HSA 	<ul style="list-style-type: none"> Let people know HSA & our services; get feedback Implement branding Create a centralized, accessible web-based resource Align executive level with operational levels Create a library of "bulleted briefs" (executive summaries) for key issues Present perspectives of quality & compare to peer & industry norms Create information needed Establish norms for effective & accurate communications 	<ul style="list-style-type: none"> Implement Strategic projects Implement as-needed improvements Implement other executive projects

1. WE WILL ELEVATE THE CAPACITY OF OUR TEAM ...

Competencies / Skills	HSA Culture	Ideas & Development
<ul style="list-style-type: none"> Recruit, orient, & manage performance of team members to ensure necessary skills Acquire key competencies as needed Expand opportunities for students Implement transition plans to assure growth, continuity, sustainability 	<ul style="list-style-type: none"> Use & model best practices of cultural norms within HSA & our community 	<ul style="list-style-type: none"> Research / learn mechanisms that impact performance Maintain a priority list of targeted Resource needs to acquire or develop

Distinctive Values:

- Excellence
- Accountability
- Commitment to UW mission
- Flexible standardization, systemization
- Building trust & respect
- Teamwork

Mission: We provide a systematic way to meet the needs of the UW mission.

- Build capacity & outstanding infrastructure (models & communications) in HSA units & export to others at UW
- Advance collaboration, cooperation, & compliance across units & schools
- Integrate Health Sciences into UW mission
- Oversee UW strategic initiatives