



## Vision 2020

### CHESHIRE MEDICAL CENTER/DARTMOUTH HITCHCOCK KEENE, NH

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#### Purpose

To make the Keene area the healthiest community in the US by the year 2020

#### Target Population

Residents of the Keene area, community leaders, area providers

#### Goals

- To assure ready access to primary care services
- To identify measurement tools and to measure and improve quality of care and services provided
- To set an example for other communities to emulate in achieving community health improvement
- To utilize technology to provide efficient, streamlined communication and electronic medical records

#### Years in Operation

2006 - present

#### Structure and Operations

There are three phases to the program:

- **Phase 1: Getting it right inside: Achieving service excellence (2006-2009).** This phase involves improving access to primary care services; building measurement tools to assess the needs of patients and the community and to improve the quality of care and services provided; and evaluating patient and employee satisfaction within the medical centers and to act on the results.
- **Phase 2: Leading the Way (2010-2014).** This phase involves pulling together community partnerships and resources to build the leadership needed to become the nation's healthiest community.
- **Phase 3: Transforming (2015-2020).** Building on the knowledge and partnerships gained during the earlier phases, phase 3 involves implementation of innovative approaches to community health improvement. Sharing the knowledge gained to allow others to learn from Vision 2020's experience is a critical component of phase 3, as well.

#### Funding

Primary funding is provided by the Cheshire Medical Center/Dartmouth Hitchcock

## For More Information

Additional information is available online:

<http://www.unh.edu/chi/media/2008%20presentations/KeeneVision2020.pdf> ; [http://www.cheshire-med.com/index.php?option=com\\_content&task=view&id=345&Itemid=991](http://www.cheshire-med.com/index.php?option=com_content&task=view&id=345&Itemid=991)