DPH strategy map

Internal Operations & Processes

Learning & Growth

Constituent Objectives

**Constituent experience & services**

Quality public health and health care services

Clear, trusted communication with DPH

Actionable, reliable public health data

Community resilience to respond to, withstand, and recover from adverse situations

**Health outcomes**

Healthy, long lives

**Infrastructure**

**Hiring and workforce supports**

**Knowledge & tools**

Promote & incentivize training

**Culture**

(esp. in areas of equity, customer service, emergency preparedness, and external comms)

Center equity principles at all levels of organization

excellence, particularly for mission essential functions, including regulatory and health care service delivery programs

Operational and programmatic

and analytics system for best-in-class data collection, sharing, and dissemination

**Operational excellence**

Build a modernized data

Develop culture of defining emergency preparedness in the broadest sense

Improve talent attraction and

retention processes and systems (including strengthening pipeline)

Promote equitable culture and processes of collaboration & innovation across offices & bureaus

Invest in improving facilities and IT infrastructure

**Constituent voice and collaboration**

Facilitate improved Strengthen communication collaboration across

channels with external, agencies, local public internal partners and health, and community

DPH partners

Inputs

Outputs

**Vision:** "An equitable and just public health system that supports optimal well-being for all people in Massachusetts, centering those with systemically and culturally oppressed identities and circumstances"

**Mission:** "To promote and protect health and wellness and prevent injury and illness for all people, prioritizing racial equity in health by improving equitable access to quality public health and health care services and partnering with communities most impacted by health inequities and structural racism"

Strong public health workforce

Enhanced public service

Emergency preparedness & response

Modernized public health infrastructure

Health equity, centering racial equity

Mission, Vision, & Strategic Priorities