

VALLEY VISTA

2026–2028 STRATEGIC PLAN

PUBLIC OVERVIEW

OUR DIRECTION

Valley Vista's 2026–2028 Strategic Plan reflects our commitment to high-quality, patient-centered substance use disorder treatment. The plan focuses on strengthening our workforce, improving and expanding services, building collaborative partnerships, supporting quality and compliance, and maintaining the organizational systems needed to serve patients and communities over the long term.

Our Strategic Priorities

1

Strengthen Our Workforce

Recruit, retain, and support qualified staff while promoting workforce stability, professional development, staff engagement, and continuity of care.

2

Evaluate and Improve Our Programs

Use organizational data, quality measures, patient-experience results, and stakeholder feedback to evaluate services, identify opportunities for improvement, and guide responsible program decisions.

3

Expand Access and the Continuum of Care

Strengthen residential services while evaluating expanded outpatient treatment, Medication for Addiction Treatment, counseling, recovery supports, and transitions between levels of care.

4

Strengthen Community and Healthcare Partnerships

Build collaborative relationships with healthcare providers and community organizations to improve access, care coordination, referral pathways, and continuity of care.

5

Strengthen Organizational Quality and Compliance

Continue improving policies, workforce practices, quality-improvement activities, regulatory compliance, and organizational systems that support safe, consistent care.

6

Support Long-Term Organizational Sustainability

Strengthen operational and financial systems so Valley Vista can continue investing in patient care, workforce development, infrastructure, and future services.

Person-Served and Stakeholder Participation

Valley Vista recognizes persons served, employees, clinical and operational leaders, and community partners as important contributors to organizational planning. Input is gathered through patient-experience surveys, narrative feedback, continuing-care and early-departure feedback, staff recommendations, quality-improvement activities, and routine operational discussions.

Patient-experience information helps Valley Vista identify organizational strengths, service gaps, and opportunities for improvement. Feedback is considered in areas including clinical services, medical and behavioral healthcare access, recovery supports, continuing care, the treatment environment, dietary services, and future program development.

How We Will Measure Progress

Valley Vista will monitor organizational performance and progress in areas including:

- Workforce stability and retention
- Access to care and timeliness of services
- Program utilization and continuity across levels of care
- Patient experience and person-served feedback
- Continuing care, referrals, and treatment transitions
- Treatment environment and dietary services
- Quality, compliance, and organizational sustainability

Ongoing Review

Valley Vista will review the Strategic Plan at least annually and update it as needed based on organizational performance, person-served input, employee and stakeholder feedback, regulatory developments, and evolving strategic priorities.

Our Commitment

Through focused investment in our workforce, services, partnerships, quality systems, and long-term sustainability, Valley Vista will continue working to improve access, strengthen continuity of care, and provide high-quality substance use disorder treatment across Vermont.

Approved Strategic Plan Period: 2026–2028

This public overview summarizes Valley Vista's approved internal Strategic Plan.