

Mission: To provide free, high quality outpatient medical, dental and mental health care to the working uninsured of Polk county in a compassionate manner.

and fulfills our...

Healthy Patients, Fulfilled Volunteers and Staff, and Loyal Donors

which deliver...

Key Business Processes

enables our...

Strategic Foundation

Healthy Patients

1- My health is improved

2- I feel respected at LVIM

Fulfilled Volunteers and Staff

3- LVIM provides an opportunity to give back

4- I make a difference

Loyal Donors

5- LVIM is a community asset

6- My gift to LVIM is used effectively

Using Best Practices

Provide Services

7- Intake/schedule patients

8- Provide high-quality episodic medical care

9- Provide high-quality chronic disease management

10- Provide high-quality dental care

11- Provide prescription medication

12- Effectively use service partners

Develop Volunteers and Staff

13- Recruit, train and retain medical and lay volunteers

14- Recruit, train and retain paid staff

15- Recognize and thank volunteers and staff

16- Listen and respond to volunteer ideas and concerns

Develop Funding

17- Recruit new donors

18- Develop and thank existing donors

19- Conduct fundraising events

20- Develop public funding and private grants

21- Promote community awareness

22- Measure and report key outcome data and performance indicators

A Caring Organization of Committed Volunteers and Staff

23- Build and maintain a culture of caring

24- Provide the right portfolio of services

25- Appropriately use technology

26- Promote and support the spirit of volunteerism