

Patient Care Services Goals

1. Establish a comprehensive **talent strategy** for recruitment through career development and advancement to attract and retain the very best.
2. Identify, establish and implement **consistent best practices** to streamline operations and reduce staff burden, while ensuring excellence in care and outcomes.
3. Optimize **PCS governance and management processes** to allow PCS to respond nimbly and effectively to change while ensuring broad engagement and input.
4. **Partner/advocate** with MGH and MGB most effectively to ensure achievement of system and PCS goals.