

HOSPITAL – MISSION, VISION AND VALUE EXAMPLES

MISSION

- The mission of Doylestown Hospital is to provide a responsive healing environment for patients and their families, and to improve the quality of life for all members of our community.
- Saint Vincent Hospital is a medical institution dedicated to providing quality patient care with unrelenting attention to clinical excellence, patient safety and an unparalleled passion and commitment to assure the very best healthcare for those we serve
- To be a provider of high quality patient-focused health care that is readily accessible, cost effective and meets the needs of the communities we serve.
- The mission of Preston Memorial Hospital is to provide quality, value priced, primary health care services.
- We believe that Pennsylvania Hospital, the nation's first hospital, has a responsibility to: Ensure access to superior quality integrated health care for our community and expand access for underserved populations within the community. Create a supportive team environment for patients, employees, and clinical staff. Foster learning and growth through comprehensive academic and educational relationships. Exhibit stewardship and creativity in the management of all available resources
- Greenwich Health Care Services, Inc. is committed to service excellence and continuous performance improvement. As a community health care services provider, we remain attentive to the health and well-being of those we serve through education, outreach, and other innovative services.
- The mission of Oakdale Community Hospital is to achieve an unequaled level of measurable quality and productivity in the delivery of health services that are responsive to the needs and values of patients, physicians, employers, and employees.
- Our mission at Sky Ridge Medical Center is to provide our patients, their families and our community with extraordinary healthcare service; to ensure peace of mind through high quality, compassionate treatment; and to deliver care beyond their expectations.
- Improving the health and well being of individuals, families and our community through innovation and pursuit of excellence.
- To excel at providing for the healthcare needs of our region through quality, efficient and patient-centered care.

VISION

- To be the hospital of choice for patients, physicians and employees in Central Massachusetts because of our preeminent patient care and teaching programs.
- To be a prominent community member known for meeting the healthcare needs of the entire community through incomparable patient care and wellness programs.
- Lakewood Hospital will be *the best place to receive care, the best place to practice medicine, the best place to work*.
- To be the first choice in health care for our communities. To be a leader in providing quality, compassionate patient-centered care that seeks physical cures and comforts as well as peace of mind and peace of heart. To improve health in partnership with our communities and MaineHealth®.
- Preston Memorial Hospital will continue to provide a continuum of high-quality, cost-effective services in order to improve the health status of those we serve. In providing these services, we strive to operate at the highest level of personal and business integrity.
- Greenwich Hospital strives to be the premier regional health care provider to residents of its service area within Fairfield and Westchester Counties.
- Muhlenberg Community Hospital will be chosen as our community's health care leader for its commitment to excellence and its response to changing customer needs.
- The vision of Sky Ridge Medical Center is to set the standard in the new century for health, healing and comfort.
- Hoag Memorial Hospital Presbyterian is recognized as a leading hospital in California, renowned for its excellence, specialized health care services, and exceptional physicians and staff.
- To lead the region as a Healthcare Team by exceeding patient expectations through the advancement of quality medical services.
- Tenet will distinguish itself as a leader in redefining health care delivery and will be recognized for the passion of its people and partners in providing quality, innovative care to the patients it serves in each community.
- Wahiawa General Hospital will be the healthcare provider of choice for Central Oahu and the North Shore by being:
 - progressive** in service to its patients and local communities, and on the state level as a leader in healthcare issues;
 - user-friendly** for both patients and physicians;
 - new**, with a modern out-patient and specialty care oriented facility and adjacent physicians' office building relocated closer to the population growth;
 - integrated** through a network of healthcare services, anchored by the Hospital and reaching out into the community in multiple locations and levels of care;
 - collaborative** with medical staff members and other provider organizations and community institutions, such as schools and residential developments, to provide a continuum of services;
 - computerized** with the latest information systems linking all elements of the network throughout the service area; and
 - recognized** for the quality of care provided to each and every patient.

VALUES

Doylestown Hospital

- **Service** - We provide every patient and his or her loved ones with unparalleled service in an environment that is both responsive and healing. The Associates, Volunteers, Management, Medical Staff and Board members of Doylestown Hospital will directly meet each customer's needs or strive to find someone who can. We believe that the customer comes first.
- **Enthusiasm** - We remember that the true meaning of this value is "to be inspired" and we do our jobs with the same spirit and commitment that first inspired us to work in health care.
- **Respect** - We promise to honor the dignity, individuality and rights of everyone, and to pay particular attention to patients' rights to privacy, confidentiality and information. We will include concerned loved ones in our circle of care.
- **Value** - We offer care, services and technology of the highest quality at the lowest possible cost. We are responsible to the community for the appropriate use of its gifts, resources and support.
- **Excellence** - We want our customers' experience of Doylestown Hospital to be different because it is BEST. We ask for our patients' opinions and act on customers' suggestions, in order to exceed the community's expectations of excellence.

Saint Vincent

- **Dignity & Reverence** – Safeguarded by recognizing every life as a gift from God, so each individual is inherently valued.
- **Trust** – Honest and open communication with patients and among staff.
- **Teamwork** – Recognizes the contribution of all but requires sacrifice for the benefit of the patient so as to enhance the health of the communities served and works in cooperation with other organizations to protect vulnerable populations throughout the region.
- **Cooperation** – Between patient and staff, as well as the various clinical professions and specialties.
- **Integrity** – Honesty, fairness and self-scrutiny in everything we do, as the ideal means to protect overall safety, as well as assure confidentiality and privacy.
- **Heritage** – Inspired by the example of the Sisters of Providence, the ideals and tradition of Catholic healthcare still constitutes the foundation upon which the tradition becomes better.

Lakewood Hospital

- **Quality**
We strive to exceed the expectations of all of our customers by committing to deliver quality and value in every aspect of our work. We will enhance quality for all of our patients by educating them about their health and empowering them to be partners in their care.
- **Compassion**
We provide care with dignity, concern, kindness and a respect for the diversity of our community.
- **Teamwork**
We foster an atmosphere of trust, collegiality, collaboration, openness and cooperation.
- **Community Relationships**
We acknowledge our vital and dynamic role in our communities. We will foster growth and development in a manner that understands and serves their needs.
- **Fiscal and Operational Responsibility**
We provide responsible stewardship of our financial and human resources.

Greenwich Hospital hold these values to be fundamental:

People	We respect each person as a member of the hospital community. Involvement and teamwork determine our future.
Service Excellence	We are committed to our standards of service excellence and dedicated to exceeding the expectations of those we serve.
Responsibility	We accept personal accountability for the work we do.
Quality	We consistently strive to provide the highest quality, safe patient care.
Communication	We promote open communication that fosters partnership and enhances timely, effective and appropriate responses.
Innovation	We are committed to a supportive environment that encourages new ideas and creativity.

Additional Core Values

- *Integrity*
- Stewardship
- Professionalism
- Compassion
- Communication

STRATEGIC GOALS

- Quality - Provide healthcare excellence through patient-centered care
- People - Regional healthcare provider and employer of choice
- Finance - Financial and operational improvement
- Market Growth - Increasing market share through advancing medical services