



Strategy Map

Mission: *Why we are here.* We will provide exceptional healthcare, accessible to all, in the safest most compassionate atmosphere possible to build a healthy community.

Vision: *Where we are headed.* We will be our community healthcare provider of choice for patients, clinicians, and employees.

Performance Commitments: *How we do it!*

Best People and Workplace	Best Customer Experience	Best Financial Performance	Best Growth	Best Quality
Employee and Physician Engagement	Customer Loyalty and Satisfaction	Operating margin sustained through fiscal stewardship and innovation	Leverage cost, quality, and service to provide services our patients want	High quality clinical outcomes for our patients

Values: *How we act.*

Quality	Service	Teamwork	Trust	Well-Being	Community
Delivering personalized care in the safest possible environment	Creating loyalty by keeping the focus on those we serve	Working together and holding each other accountable	Fulfilling what we promise while demonstrating transparency and respect in all that we do	Promoting physical, emotional, spiritual, and relational health	Serving the diverse needs and supporting those who live and work with us