

**Evergreen Woods Primary Care
Mission/Vision/Values/Behaviors
Fiscal Year 2009**

Mission Statement

Superior patient satisfaction and clinical outcomes

Vision Statement

Evergreen Woods will be recognized as a leader in creating a high value primary care system for all stake holders.

Values and Behaviors

Dedication to every patient's success

We create partnerships with our patients and customers by treating each one with respect and dignity. Our view of customer service begins with the patient and extends to families, coworkers, other caregivers and the communities we serve.

- Provide service at the point of contact
- Give each patient and customer attention and respect
- Provide caring response to patient concerns and complaints
- Provide access to service where and when the patients want it

Teamwork/Shared Responsibility

Our organization is founded on teamwork. Teamwork is fostered by providing our associates with the training and working environment they need to be successful, and reinforced by a shared vision of service to the community.

- Be a reliable, flexible, supportive co-worker
- Agree to disagree and respect the opinion of others, while working towards consensus
- Behave in ways that reflects well on the entire Team
- Communicate effectively with coworkers and customers
- Be willing to learn new functions and serve where called
- Maintain a sense of humor
- Attend and participate in organizational meetings.

Trust and personal responsibility in all relationships

We are a values-driven organization dedicated to living these values through our interactions with patients and co-workers.

- Demonstrate integrity (behaviors consistent with stated values)
- Deal directly and constructively with conflict
- Be respectful of co-workers - take into consideration the views and desires of others
- Be honest and hard working
- Accept responsibility for one's actions
- Provide excellence in each interaction and task
- Demonstrate commitment to Evergreen's mission and direction

Innovation that matters to our patients

In order to realize our dreams we are committed to being a learning organization providing an environment that promotes innovation by all associates.

- Maximize time and resources to plan, process and implement positive ideas
- Demonstrate openness to change and continuous improvement
- Take risk consistent with Guiding Principles of Evergreen Woods Primary Care
- Use of technology and tools.

Devotion to clinical and service quality standards

We feel strongly about the importance of standards, which allow us to measure quality across the organization. We accept the responsibility for maintaining these standards.

Develop, adhere to, and monitor organizational-wide operational and clinical standards

Continually seek patient and customer feedback to improve the quality of service and care provided.

Ensure confidentiality.