

Penn Highlands Healthcare 5 Year Strategic Map for Cultural Transformation

VISION: To be the integrated health system of choice through excellent quality, service and outcomes.

6Es (Performance EXCELLENCE Commitments) for Organizational Excellence



MISSION: To provide you with exceptional care through our community-based health system while maintaining a reverence for life.

VALUES:

Quality & Safety

Provide a safe environment with high quality outcomes.

Teamwork

Foster a culture of teamwork, support, trust and loyalty.

Integrity

Practice the principles of honesty, confidentiality, respect and transparency.

Person-Centered Service

Recognize those we serve as equal partners. Demonstrate compassion by listening, engaging, anticipating and exceeding needs and expectations.

Stewardship

Commit to investing in our human and material resources while practicing fiscal responsibility.

Partnership

Offer services and programs through partnerships with our physicians, providers, stakeholders and other organizations.

Education

Expand our emphasis on education and enhance our position as a learning organization.

SERVICE PROMISES: We will CREATE a caring community of excellence with a high-quality, safe, and an outstanding experience, all the time, every time.

Communicate Respect Empathy Accountability Teamwork Exceeding expectations