

Our purpose – *What we do*

We help people live well

Our Vision

What we aspire to

- Provide people with better health care than they can get *anywhere* else

Our Values

What we believe

- Every patient deserves the best care
- Responsibly managing resources
- Building a healthy workplace through accountability, teamwork and respect

Our Actions

How we get there

Provide the best patient experience

- Continuously improve the patient experience
- Expand care management and system clinical programs
- Provide caregivers one of the best places to enhance patient care

Drive operational excellence

- Deliver superior value for patients, payers and communities
- Grow to support our purpose and vision
- Optimize model of integrated care

Lead and influence health care reform

- Transform health care delivery and pioneer accountable care
- Implement Smart Chart and achieve HITECH objectives
- Foster healthy and vibrant communities

2011 to 2013 strategic targets

How we measure our success

- Top quartile performance nationally in quality
- Top quartile performance nationally in patient loyalty
- Top quartile performance nationally in caregiver engagement
- Operating margin target