

At Adventist HealthCare, we view our Values, Mission, Vision and Strategies in the following way:

- ☑ **Values (R.I.S.E.S): Our underlying principles. Answer the question, “What motivates us?”**
 - Respect:** We recognize the infinite worth of the individual and care for each one as a whole person.
 - Integrity:** We are above reproach in everything we do.
 - Service:** We provide compassionate and attentive care in a manner that inspires confidence.
 - Excellence:** We provide world class clinical outcomes in an environment that is safe for both our patients and caregivers.
 - Stewardship:** We take personal responsibility for the efficient and effective accomplishment of our mission.

- ☑ **Mission: The reason we exist. Answers the question, “Why?”**

We demonstrate God’s care by improving the health of people and communities through a ministry of physical, mental and spiritual healing.

- ☑ **Vision: Keeps us relevant. Answers the question, “Who are we?”**

Adventist HealthCare will be a high performance integrator of wellness, disease management and health care services, delivering superior health outcomes, extraordinary patient experience and exceptional value to those we serve.

- ☑ **Strategies: Our actions, Answer the question, “What will we do?”**

2010 to 2014 Strategies:

- **Attaining Performance Excellence by Achieving:**
 - Top Quartile Quality and Patient Safety Performance
 - Top Quartile Patient Experience
 - A-level Bond Rating Metrics
- **Delivering Population-based Care through:**
 - Health, Medical and Chronic Disease Management
 - Physician Integration
- **Expanding Access to Care in:**
 - Upper Montgomery and Lower Frederick Counties via Health Services Expansion
 - Lower Montgomery and Prince George’s Counties via the Washington Adventist Hospital Vision for Expanded Access

Critical Success Factors:

Our business imperatives. Answer the question, “What must we always do to be successful?”

Foundation

Faith-Based

We must be valued as a faith-based organization.



Best People, Best Place

We must be the best place for the best employees, physicians, volunteers and partners to work.



Outcomes

Safety and Clinical Excellence

We must be the safest place to receive care and we will deliver superior clinical outcomes.



Patient Experience

We must provide the most extraordinary health care experience for those we serve.



Financial Success

We must be financially successful in order to invest in our people, facilities and services.



Results

Growing Organization

We must be a growing organization in order to preserve and expand our role as a vital community resource.

