



*Prevention & Medical Care
To Help You Live Better, Longer.*

MISSION

Valley Medical Group, P.C. is a multi-specialty medical group whose purpose is to improve the health, functioning, and well being of our patients and their families by delivering exceptional primary and ancillary care. We believe we hold responsibility to our communities to improve healthcare and we act to uphold this responsibility. Simply put, we help our patients and their families live better, longer.

VISION STATEMENT

Patients and citizens in our communities will recognize Valley Medical Group as the leading medical practice in our region. We'll be recognized for our quality of care (the use of the most up to date and effective delivery of evidence based health care) and the quality and consistency of our caring (our attentive, respectful, and compassionate caring).

VALUES

We accomplish our mission and achieve our vision by operating from the following values:

A commitment to put our patients first in all we do

- ❖ Patient care is our reason for being in business
- ❖ We will consider our patient's needs first in our clinical decision-making
- ❖ We will put our patient's needs first in our business decision-making and allocation of resources

We are committed to ethical and respectful relationships with our patients

- ❖ We are dedicated to providing healthcare in accordance with the highest principles and ethics associated with the health care professions.
- ❖ We carefully observe and maintain our patients' privacy and confidentiality
- ❖ We are honest and respectful.

A devotion to our patients and their humanity

- ❖ To care for our patient's health is an honor and a calling of the highest order.
- ❖ We accept the responsibility, entrusted to us every day, to serve.

We express compassion for those who come to us for care

- ❖ We recognize the vulnerability that accompanies illness and disability.
- ❖ We have empathy for those who are suffering and express that empathy in caring.

We believe in high quality, comprehensive, coordinated care delivered by our practitioners working in highly integrated teams

- ❖ We deliver individualized care based on the best evidence available.
- ❖ We emphasize coordination and continuity of care.
- ❖ We emphasize prevention and health promotion.

Service to our patients and communities is a priority

- ❖ Each of us achieves the best possible outcome for each patient through speedy, responsive, and appropriate action; timely service; and a cooperative relationship between service provider and service recipient.
- ❖ We see our patients' needs through our patients' eyes.
- ❖ We take our responsibility to our communities seriously and look for ways to be of service.
- ❖ We take care to conserve environmental resources and to act responsibly in the use and consumption of these resources.

We operate with integrity

- ❖ We take responsibility for our individual and collective actions.
- ❖ We honor our obligations.
- ❖ We are forthright business partners while championing causes that improve our ability to deliver on our promise of quality care for all our patients.
- ❖ We conserve our human and fiscal resources and manage our practice in a manner that promotes financial stability while compensating our practitioners and staff in a fair and responsible manner.
- ❖ We provide convenience, comfort and safety for our patients and staff
- ❖ We work in welcoming, efficient, accessible facilities.
- ❖ Most of the services our patients need are provided "under one roof."

We respect each other

- ❖ Our work environment will continue to be one of collegiality and respect for each other as we work towards a common goal of excellent service to our patients.
- ❖ We work hard to identify opportunities, and take action, to improve how we show our respect for each other.

We have a passion for Improvement

- ❖ We will continuously search for opportunities to improve our services.
- ❖ We believe that every day can be new and better if we allow ourselves the joy of learning from what does not work and we see success as baseline for tomorrow's improvement.
- ❖ We intend to grow to meet the changing needs of our community by seeking out practitioners who share our commitment to excellent care.

We seek to innovate

- ❖ We will be recognized as a leader in quality of care and for establishing the standards of care. We honor the role of innovation and challenging established norms and forging new ground in medical care.
- ❖ We celebrate successful innovation while we also reward "nice tries" and celebrate "failures" as the cost of innovation.

Good Humor

- ❖ We value joy and humor in our workplace and strive to maintain these qualities in the face of deadlines, challenges, and adversity.

Core Competencies

1. Above all, we are **CARING**.
 - a. We display kindness and concern for others.
 - b. We are compassionate and empathic and work to put people at ease.
2. We demonstrate **RESPECT**.
 - a. We value every member of our organization.
 - b. We are polite and courteous.
 - c. We are considerate of each other's privacy.
 - d. We welcome divergent opinions and views.
3. We foster **TEAMWORK**.
 - a. We commit to building and maintaining a collaborative work environment.
 - b. We pitch in to assist our colleagues.
 - c. In our work together, we actively listen and participate.
 - d. We value everyone's contributions.
4. We operate with **INTEGRITY**.
 - a. We take responsibility for our actions.
 - b. When we make mistakes, we try to learn from them.
 - c. We honor our obligations and commitments.
 - d. We communicate openly and honestly.