

VALUES IN ACTION

Preamble

The practice of medicine is beset with unprecedented challenges, including an explosion of technology, complicated legal and market forces, and the imperative to transform health care systems to meet the needs of patients. In these circumstances, reaffirming fundamental values is paramount.

Values are deeply ingrained principles that guide all actions, cultural cornerstones that cannot be compromised, and a source of an organization's distinctiveness. In an ever-changing world, values are constant and serve as the basis of our contract with our patients, co-workers and society. "Values in action" are the basic elements of how we go about our work and how we interact with each other. They are the synthesis of acceptable behaviors and expectations that uniquely define our culture. They articulate what we stand for, guide us how to teach, inform us how to reward and will determine our legacy.

At NorthShore Medical Group, we pledge to place the interests of our patients first, to set and maintain standards of competence and integrity, and to create and disseminate knowledge to others. We recognize our obligations are both individual and collective and that through support of each other our collective accomplishments will enhance our individual successes. We believe that living our "values in action" will allow us to fulfill our vision of being the best place for patients to receive care and the best place for physicians to practice medicine.

VALUES IN ACTION

Mission

To preserve and improve human life

Vision

The best place for patients to receive care
The best place for physicians to practice medicine

Values In Action

QUALITY

***Put patients first in every interaction,
demonstrated through...***

- ▶ Safety, above all else
- ▶ Evidence-based care that informs individualized care and delivers superior outcomes
- ▶ Continuous advances in knowledge

LOYALTY

***Earn the highest form of trust,
demonstrated through...***

- ▶ Respectful two-way communication and engagement with our patients and colleagues
- ▶ Access that meets patient needs
- ▶ Teamwork among all those involved in patient care

OPERATIONAL EXCELLENCE

***Committed to be high-performing in all we do,
demonstrated through...***

- ▶ Continuous improvement to enhance patient care and organizational effectiveness
- ▶ Innovation using technology and data-driven processes to optimize outcomes and resources
- ▶ Integrating and ingraining processes to advance the care we provide

PHYSICIAN LEADERSHIP

***Every physician is a leader,
demonstrated through...***

- ▶ Maintaining the highest standards of clinical excellence, honesty and integrity
- ▶ Leading by example and accepting personal responsibility for our collective success as an integrated system of care
- ▶ Advancing our mission through continuous learning, mentorship, teaching and research