Our Most Important Value is Patient Centered Care. We believe that care delivery is driven by Compassion—As clinicians and support staff we demonstrate empathy for the patient’s well-being, we utilize our expertise to alleviate suffering and to address patient and family needs.

- **High Quality Care**
  - Designed with patient at the center
  - Provided through seamless healthcare

- **Comprehensive**
  - Clinical and non-clinical care
  - Designed through the eyes, ears, thoughts and emotions of a patient
  - Provided consistently and without redundancy

- **Accessible**
  - Physically convenient
  - Responsive
  - Flexible to patients’ needs

- **Supportive**
  - Reduces anxiety for patients and their families
  - Includes all appropriate staff

- **Personalized**
  - Responsive to individual concerns
  - Private
  - Patient friendly

Relationship Based Care:
- Knowing the patient
- Coordination of care
- Consistency of teams
- Building plan of care around the patient
- Clinical support aligned around patient populations rather than transactions
- Learn lessons from the past
- Consistency=Continuity=Coordination=Efficiency/Quality