

CREATE AN EXPERIENCE!

Thank you for bringing MercyOne Culture to our colleagues.

Please take the opportunity when hanging your new posters to include colleagues in the process by holding a seek-out the signs of Culture contest, hosting a toast to the new 'art', including the posters as a stop on facility tours or putting your own spin on this Culture celebration.

If you need assistance planning your celebration, please contact your MercyOne Culture Cabinet.

www.MercyOne.org/culture

Our Mission

MercyOne serves with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.

Our Vision

MercyOne will set the standard for a personalized and radically convenient system of health services.

Our Values

Reverence

We honor the sacredness
and dignity of every person.

Our Values

Integrity

We are faithful to who
we say we are.

Our Values

Commitment to the Poor

We stand with and serve those who are poor, especially the most vulnerable.

Our Values

Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Our Values

Compassion

Solidarity with one another,
capacity to enter into another's
joy and sorrow.

Our Values

Justice

We foster right relationships to promote the common good, including sustainability of the Earth.

Our Values

Excellence

Preeminent performance,
becoming the benchmark,
putting forth our personal and
professional best.

Personalize Care

I make improvements every
day for those we serve
including each other.

Our Cultural Beliefs



Be ONE

I benefit from and
strengthen MercyOne.

Our Cultural Beliefs

Own It!

I own my actions to
deliver our key results.

Our Cultural Beliefs

Improve Daily

I make improvements every
day for those we serve
including each other.

Our Cultural Beliefs

Innovate

I imagine and embrace
bold new ideas to
revolutionize health.

Our Cultural Beliefs

Our Key Results



Financial Performance

Operating Margin at 3.5%

Our Key Results



Consumer Experience

“Would Recommend” at the
75th percentile by 2021

FY 2020 – 55th percentile

Our Key Results



Team Engagement

Overall engagement at
the 75th percentile by 2021

FY 2020 – Colleagues 39th percentile

FY 2020 – Physicians 30th percentile

Our Key Results



Quality

All cause unplanned 30-day
readmission rate 13.8%

Our Key Results



Ambulatory Growth

3.4 Million non inpatient encounters
generating revenue