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.



We honor the sacredness and dignity of every person.



We are faithful to who we say we are.

Commitment to the Poor

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

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





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



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





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



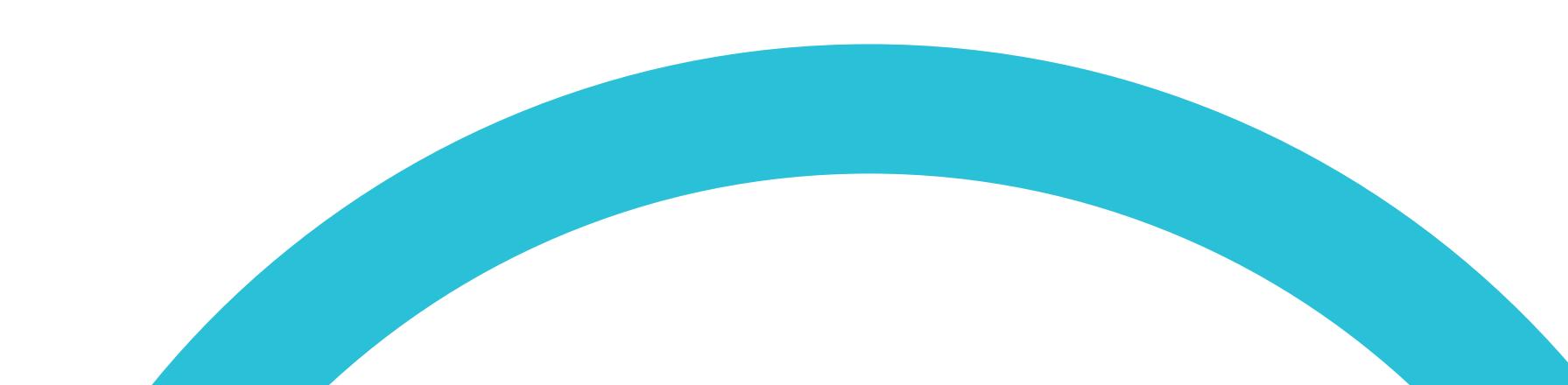
Personalize Care

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



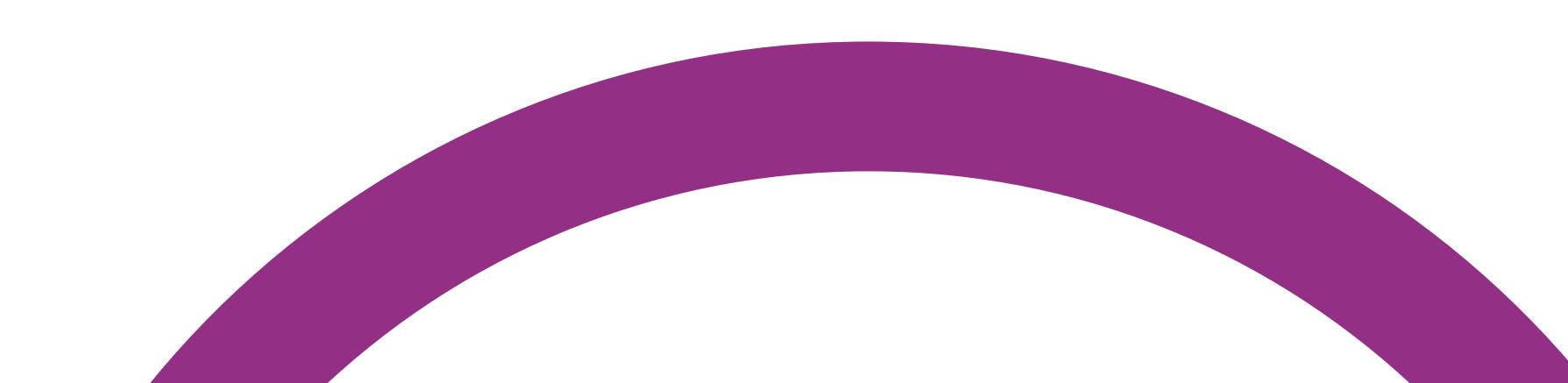
Be ONE

I benefit from and strengthen MercyOne.



Own It!

I own my actions to deliver our key results.



Improve Daily

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



Innovate

l imagine and embrace bold new ideas to revolutionize health.





Financial Performance

Operating Margin at 3.5%





Consumer Experience

"Would Recommend" at the

75th percentile by 2021

FY 2020 – 55th percentile



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Team Engagement

Overall engagement at

the 75th percentile by 2021

FY 2020 – Colleagues 39th percentile FY 2020 – Physicians 30th percentile

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All cause unplanned 30-day readmission rate 13.8%





Ambulatory Growth

3.4 Million non inpatient encounters

generating revenue