#### **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.



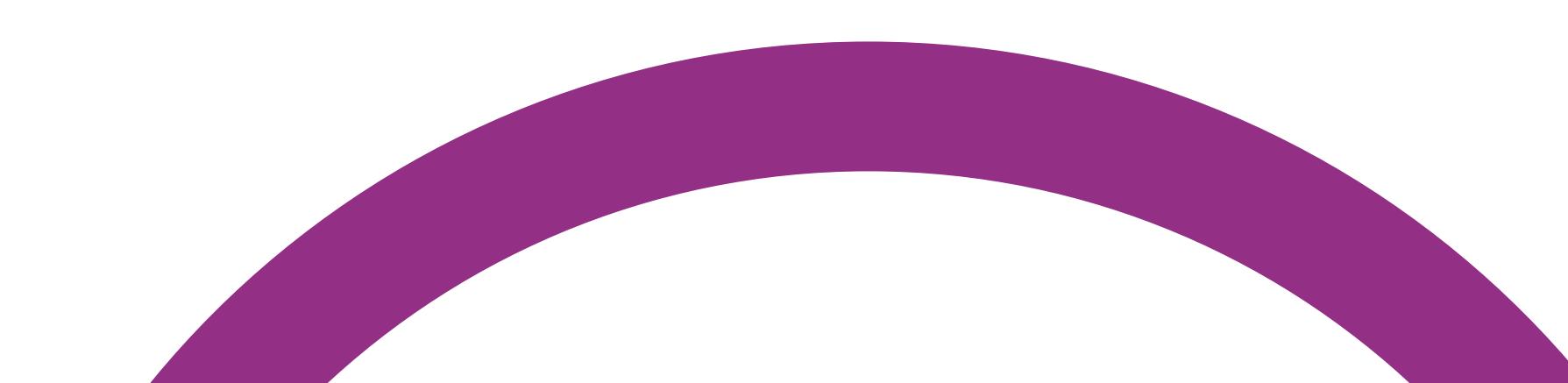
## Be ONE

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