



Mission

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

Vision

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

Values

- Integrity
- Excellence
- Stewardship
- Commitment to the Poor
- Justice
- Reverence
- Compassion

Cultural Beliefs

Be ONE

I benefit from and strengthen MercyOne.

Personalize Care

Your experience. My responsibility.

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

I imagine and embrace bold new ideas to revolutionize health.

Key Results



Consumer Experience

“Would Recommend” at the 75th percentile by 2021

FY 2020 – 55th percentile



Team Engagement

Overall engagement at the 75th percentile by 2021

FY 2020 – Colleagues 39th percentile

FY 2020 – Physicians 30th percentile



Quality

All cause unplanned 30-day readmission rate 13.8%



Financial Performance

Operating Margin at 3.5%



Ambulatory Growth

3.4 Million non inpatient encounters generating revenue