

Quality Belief and Values



Quality connects us.

Quality means we strive for excellence in everything we do.

Every service delivered. Every home visited. Every pill dispensed.
Every document created, product developed and phone call answered.
Every moment — and decision — is an opportunity to put Quality first.

Quality is ...

Caring about people *and* performance.

Making connections *and* building trust.

Taking individual ownership *and* growing together.

Getting it right the first time *and* continuing to improve.

Because when we focus on our Mission and live our Values,
we consistently deliver Quality — to each other and every person we serve.



Integrity ● Compassion ● Inclusion ● Relationships ● Innovation ● Performance

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When we follow our Mission and live our Values, we deliver Quality.

Quality is reflected in all the ways we work and infused across our Values.

Our Mission is our *why*.

Helping people live healthier lives and helping make the health system work better for everyone.

Our Values unite us around *how we deliver Quality*.

Integrity

We do the right thing and follow through on our shared commitment to Quality.

Inclusion

We welcome, value, respect and hear all voices and diverse points of view.

Innovation

We invent a better future by learning from the past.



Compassion

We listen, advocate and act with urgency for those we serve and our colleagues.



Relationships

We work together to deepen connections and collaboration for better outcomes.



Performance

We strive for high Quality results in everything we do.



Guiding principles are a framework for aligning our everyday actions and mindsets with our Values.

Our guiding principles reflect and complement our Values, inform how we show up to work, and help with our daily decision-making.

We all belong

- We invite all perspectives and empathize with other points of view.

We aim for excellence

- We get it right the first time, take individual ownership and grow together.

We show that we care

- We are approachable, helpful and solutions-oriented.

We connect and collaborate

- We work together and stay open to new ways of doing things.

