



Quality has always been a focus for UnitedHealth Group

To advance Quality, leaders and teams identified the need for a belief that could unify the enterprise, shape how we will work as an organization and guide how we show up for our patients and consumers – and each other.

FOUR KEY IMPERATIVES WILL GUIDE EFFORTS AND ACCOUNTABILITY



Operational Execution & Regulatory Compliance



Pharmaceutical Operations & Experience



Clinical Quality



Consumer & Employee Experience

A SHARED QUALITY BELIEF STATEMENT UNIFIES US IN OUR PURSUIT OF OUR MISSION

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.

WHEN WE FOLLOW OUR MISSION AND LIVE OUR VALUES, WE DELIVER QUALITY

Our Mission is our *why*.

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

QUALITY IS REFLECTED IN ALL THE WAYS WE WORK, AND INFUSED ACROSS OUR VALUES

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

Integrity	Relationships
Compassion	Innovation
Inclusion	Performance