

Mohawk Valley Health System

Mission

MVHS and our flagship, Wynn Hospital, deliver premier healthcare to our region, keeping our patients as the focus of all we do.

Vision

MVHS and our flagship, Wynn Hospital, will be the leading patient-centered medical and healing environment, the employer of choice and the pride of Central New York.

Core Beliefs

1. The patient always comes first.
2. Quality and safety are our top priorities.
3. Honesty, respect, and accountability for all.

VALUES: I-CARE (Integrity Compassion Accountability Respect Excellence)

Integrity

Our Actions Are Guided by Our Ethical Commitments.

- In all interactions, we dedicate ourselves to service in the best interests of our patients, residents, their families, our hospitals and our community.
- When we recognize that something seems wrong, inappropriate or inconsistent with our values/standards, we are empowered to speak up and take positive action.
- We follow through on our commitments, holding ourselves accountable.
- We act with openness, honesty, and transparency in all of our communication.
- At all times we respect the dignity and confidentiality of those we serve and each other.

Compassion

We Provide Excellence with Personal Kindness.

- We acknowledge your pain and uncertainty with understanding and empathy.
- We see you as a person and strive to anticipate your needs and act appropriately with kindness to meet these needs.
- Our interactions are characterized by honesty, respect, warmth and dignity.
- We actively listen to the perspectives, values and needs of everyone and treat them as if they are our own.
- We maintain an engaged and personal presence while serving others, while promoting a therapeutic environment.

Accountability

We Take Responsibility for Personal and Team Actions.

- We embrace our professional identity and skills in the care of everyone.
- In our appearance and demeanor, we convey a professional image.
- We have pride in the environment around us and take positive actions for its betterment.
- In all our interactions, we demonstrate the highest professional standards of ethics, knowledge, skill and competence in decision-making and work performance.
- We approach challenges in a manner that reflects professional maturity, confidence and mutual respect.

Respect

We Advocate for the Dignity of All.

- In our behavior, we demonstrate respect for the personal autonomy and worth of each person we serve, and with whom we serve.
- We empathize with the feelings and needs of everyone, and recognize how our behaviors can affect each person.
- We value and embrace the rich diversity of personal experience, cultural insight, professional identity and training in achieving our goals.
- We actively seek out opportunities to demonstrate our regard and appreciation for all.

Excellence

Commitment to Quality, Innovation and Continuous Learning.

- We challenge the status quo in our pursuit of excellence.
- Each of us demonstrates a personal commitment to creating and sustaining the highest standards of safety, quality and service.
- We use quantitative and qualitative information to measure and demonstrate improvements in outcomes.
- Individually, and as teams, we work together to improve what we do on a daily basis.
- We embrace change in the pursuit of innovation and superior care.

OUR PROMISES (Patients, Employees, Healthcare Providers and our Community)

To our patients:

- You can trust us to provide safe healthcare that maintains or restores your health to the best of modern medicine's ability.
- Your health and well-being are paramount, regardless of your illness, circumstances or identity.
- You have the right to respectful, exceptional healthcare that allows you and your loved ones to stay focused on healing.

To our employees:

We are committed to building a healthy and healing environment of the highest quality. You are at the heart of this effort. We will provide the best possible resources in a supportive, respectful and safe workplace where you can maximize your talents and do the meaningful work you came to do. Every voice is vital. Together, we will create an organization of which you can be proud.

To our healthcare providers:

- By working together, we will continually strengthen healthcare in the Mohawk Valley region and be the medical center of choice.
- Through collaboration we will improve patient outcomes and bolster the health and quality of life for our community through evidence-based practice.

To our community:

We pledge to be a leading and responsible community partner and key contributor to the region's health and vibrancy by:

- Offering reliably safe, top-quality, patient-centered care that meets this community's needs and exceeds its expectations;
- Drawing on our heritage to reflect the full cultural and spiritual diversity of the community we serve;
- Enhancing our status as a regional employer of choice;
- Committing to robust community engagement that aligns with the region's best interests and greatest needs;
- Maintaining our role as a leading economic driver of the local economy;
- Being wise and conscientious stewards of the resources entrusted to us by this community to carry out our mission.