



EDWARD M. KENNEDY
Community Health Center

MISSION STATEMENT

At Edward M. Kennedy
Community Health Center,
we help people live healthier lives.

VISION STATEMENT

Where we want to be in three-five years:

Our vision is to be a constantly growing, financially sound, Federally Qualified Community Health Center that:

- Efficiently delivers high quality, accessible primary care services.
- Becomes the health care home and provider of choice for all our patients.
- Achieves excellence in outcomes with our patients as partners.
- Remains at the forefront of innovative health practices.

We will get there by:

- Providing access to primary health care services to all that require them in all the communities we serve.
- Providing high quality, compassionate, comprehensive, and integrated health care to everyone we serve.
- Working in partnership with our patients to achieve improved health outcomes.
- Completing periodic assessments of community health care needs.
- Establishing a process to evaluate, develop, and fund the services that meet these needs.
- Recognizing that we cannot meet unlimited demand with limited resources.
- Developing an organization with clear strategic direction, aligned objectives, and effective internal communication.
- Being recognized as a great place to work and an employer of choice.
- Creating and maintaining a team-oriented, inter-disciplinary organization with an enthusiastic, skilled, compassionate, and mutually respectful work force that mirrors the community and is dedicated to our mission.

- Understanding and respecting the cultures of our employees, patients, and the communities we serve.
- Having an engaged Board of Directors with the required competencies and commitments that represents all the communities we serve, effectively governs our organization, supports the philanthropic program, and contributes to our success.
- Having a leadership team that excels in managing and directing the organization, and monitoring our performance.
- Establishing a recognized brand that supports our unique identity, resonates with all our constituents, and creates a lasting impression.
- Siting appropriately located state-of-the-art facilities to efficiently deliver health care services to the communities we serve.
- Building an information technology infrastructure designed to improve patient care and safety, super positions, and measure performance.
- Establishing a sound financial structure that reduces our reliance on public funding, ensures affordable health care, and supports long-term sustainability.
- Engaging in creative partnerships with other organizations that provide resources or more efficiently supply required services than we could on our own.
- Maintaining a voice in public policy development.

ORGANIZATIONAL VALUES

We believe that everyone has a right to accessible, high quality, comprehensive, integrated, and compassionate health care.

Therefore:

- Our services are provided to everyone who requires them, regardless of their ability to pay.
- The healthcare and other services we offer reflect the diversity of our community and are responsive to the race, language, culture, sexual orientation, gender, age, and disability of our patients and clients.
- We strive to continually improve patient care by providing leading edge primary health care and other services that meet the evolving needs of our patients.
- We recognize our patients and clients as whole persons whose physical, social, emotional, and cultural needs impact their overall health.
- We respect the individuality and dignity of our patients and clients, and provide our services with confidentiality and cultural awareness in a non-judgmental, safe, and welcoming environment.
- We believe that our patients should be empowered to participate in their health care decisions.
- We value our employees and volunteers and recognize that they are the keys to the success of our organization.
- We are committed to the education, training, personal development, and growth of our employees.
- We encourage multi-disciplinary teamwork, individual accountability, and responsibility.
- We embrace the concept of a governing Board of Directors with a majority patient membership.
- We support evidence-based decision-making and research that has application to our patients.
- We embrace the introduction of new technology to better deliver our services and improve patient outcomes.
- We support the development of future health care professionals from within the communities we serve and encourage them to continue practicing in these communities.
- We recognize the importance of sound fiscal policy and practices that ensure long-term financial sustainability.