



Pillars of Excellence

MISSION

The Northwest Community Emergency Medical Services System is a team of highly educated emergency specialists committed to providing quality emergency care to the communities we serve.

We continue to strive for preeminence through a philosophy of total quality, continuous improvement, and advocating the appropriate use of technology and research to compassionately meet emergency care needs.

VISION

The Northwest Community EMS System is viewed as the gold standard of prehospital quality by our customers and colleagues.

System initiatives are collaborative endeavors planned, organized, and implemented by multidisciplinary teams of system members.

VALUES

- The system culture embraces excellence as a core value.
- Customer satisfaction drives all processes and products.
- Fiscal responsibility and careful stewardship of all human and economic resources is the cornerstone of business planning.
- Fair and equitable due process governs all relational disputes.
- Each person is accountable for their own actions.
- Each system member has equal value and an equal opportunity to contribute to system activities.
- The system conducts all business in adherence to its code of ethics.
- Education is fundamental to professional growth and clinical excellence.

MOTTO

"Quality People, Quality Education, Quality Care"

The mission, vision, and value statements were reaffirmed by the System Advisory Board on March 21, 2002. These belief statements undergird the foundation of all System planning and activities.

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