



**NORTHWEST
COMMUNITY
EMERGENCY
MEDICAL
SERVICES
SYSTEM**

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Pillars of Excellence

MISSION

The Northwest Community Emergency Medical Services System (NWC EMSS) 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 NWC EMSS is viewed as the gold standard of excellence and quality by our customers and colleagues. System initiatives are collaborative endeavors planned, organized, implemented, and evaluated by multidisciplinary teams of System members.

VALUES

- **Excellence:** The system culture embraces excellence as a core value. We are committed to providing patient care and educational experiences of exceptional quality, to achieve academic excellence, exemplary service, and superior clinical practice, quality and safety. This requires us to innovate and drive forward best-practice evidence-based care.
- **Commitment:** We are committed to those we serve and their individual needs are at the center of all decisions. This includes providing person-centered, efficient, humanistic and value-based care. Student achievement and customer satisfaction drive all processes.
- **Integrity:** We continually strive to do the right things in the right ways.
- **Compassion:** We genuinely care about the well-being of people.
- **Respect and Collaboration:** We optimize teamwork and partnerships to deliver optimal outcomes; treating everyone with dignity and respect. Each system member has equal value and an equal opportunity to contribute to system activities.
- **Accountability:** Each person is accountable for their own actions.
- **Citizenship:** The system conducts all business in adherence to applicable laws and its code of ethics.
- **Justice:** Fair and equitable due process is offered to all.
- **Fiscal responsibility** and careful stewardship of all resources is the cornerstone of business planning.
- **Advancing Knowledge:** We are dedicated to professional development and the process of applying and sharing knowledge. Quality education and a continuously learning System is fundamental to professional growth and clinical excellence.

MOTTO

"Quality People, Quality Education, Quality Care"

These belief statements undergird the foundation of all System planning and activities. The path we continue to take (strategies) to accomplish these pillars and the important framework that impacts our planning are defined in this document. As we address clinical outcomes, operations, reimbursement, quality, risk, and patient and stakeholder satisfaction together, we strengthen our System of care and achieve the best possible patient and provider outcomes.