

Delivering on Your Practice Culture

December 12, 2019

22nd CNHN Pediatric Practice Management Program
The Business of Pediatrics





Culture eats strategy for breakfast.
- Peter Drucker











Pediatric EHR Solutions





MISSION

VISION

VALUES

Mission Statement



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Mission Statement



At Kids First Pediatric Partners our mission is to provide excellent medical care in a family centered environment. We firmly embrace the concept of the medical home, a centralized base for caring for children and their entire family. Our philosophy is shared by all our staff, from physicians to the front desk. We value the relationships with our families, and enjoy caring for newborns through young adults. We appreciate the trust that our families place in us, and feel privileged to be a part of their children's lives. We strive to remain accessible to families and this is reflected with both our hours and our outlook. Our goal is to be partners with our parents to help raise healthy children, both physically and emotionally. With that goal in mind, we are committed to continuously educating ourselves and incorporating the best of technology to provide excellent care.



We create a workplace where the staff feels at home; where they feel respected and where we share these common goals. We feel that teamwork and collaboration are vital to good patient care.

Our name is our mission: Kid's First!



Pediatric EHR Solutions



Mission Statement

Our goal is to provide the highest quality health care to the children and families we serve.

In order to do so,

- **We strive** to build long-term, partnering relationships built on trust and mutual respect;
- **We believe** in prevention of disease and promotion of healthy life-styles for all children;
- **We strive** to be an efficient and cost-effective practice in meeting the needs of children during times of health as well as in times of illness;
- **We practice** medicine as a team and value the contributions of all of our staff in providing excellent medical care and service;
- **We believe** in the ethical practice of medicine, provide leadership throughout the community and provide service of those in our community in need.



Vision



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THE KIDS PLUS STORY

OUR MISSION & VISION

KIDS + ADVOCACY

KIDS + JOBS

KIDS + THE COMMUNITY

LEARNING AT KIDS PLUS

MAKING MOVIES

OUR FAVORITE
CHILDREN'S BOOKS

TEACHING AT KIDS PLUS

TYPES OF PROVIDERS

The Kids Plus Mission



To **MEET** the individual needs of every child and family.

To **LEARN** what makes each child special, and what every family values.

To **GROW** along with our patients and families, helping them always to be safe, healthy, and happy.

The Kids Plus Vision



A pediatric practice so supportive, caring, and connected that we feel like family.

Vision Statements:

1. As both doctors and devoted parents, we can tell you what a positive physician experience means to us. It means each child is given the individual attention and treated with care and gentleness as if they were our very own. We personally invite you to an experience worth smiling about.
2. To be the healthcare provider of choice for physicians and patients - delivering the healthcare we expect for our own family.
3. We strive to work with the community to improve the lives of our patients and their families. We provide clinical expertise to parents as well as other health professionals. We work professionally with our referring Doctors, to help them and look to them for their clinical expertise

AAP - Sample Mission, Vision, and Values Statements for Pediatric Practices

Value Statements



Pediatric EHR Solutions



Value Statement:

Established by visionary leaders who believed in simple, guiding principles. Six fundamental values form the foundation of pediatric medicine:

- **Quality.** We maintain the highest standards and achieve them by continually measuring and improving our outcomes.
- **Innovation.** We welcome change, encourage invention and continually seek better, more efficient ways to achieve our goals.
- **Teamwork.** We collaborate and share knowledge to benefit patients and fellow caregivers for the advancement of our mission.
- **Service.** We strive to exceed our patients' and/or fellow caregivers' expectations for comfort and convenience.
- **Integrity.** We adhere to high moral principles and professional standards by a commitment to honesty, confidentiality, trust, respect and transparency.
- **Compassion.** We demonstrate our commitment to world-class care by providing a caring and supportive environment for our patients, patients' families and fellow caregivers.

AAP - Sample Mission, Vision, and Values Statements for Pediatric Practices

Our Mission Statement

Pediatric Associates' mission is to enhance the lives of all children, their families, and communities by delivering the highest quality of pediatric healthcare and service in a compassionate and healthy environment. Pediatric Associates is committed to meeting this mission and providing all staff and providers an enjoyable, challenging and rewarding work environment by embracing the following core values:

Pediatric Associates Core Values

Love What We Do

Own Each Moment

Value One Another

Innovate

Never Stop Learning

Grow

Community

Accessible

Respect

Excellence

We embrace continuous learning opportunities.



<https://www.pediatricassociates.com/about-us/>



More Reading

- The 5 Biggest Business Mistakes Pediatricians Make
 - Podcast + Webinar + Articles
- Harvard Business Review
 - <https://hbr.org/2018/01/the-culture-factor>
 - <https://hbr.org/topic/organizational-culture>
- AAP
 - Sample Mission, Vision, and Values Statements for Pediatric Practices
<https://www.aap.org/en-us/professional-resources/practice-transformation/Implementation-Guide/Pages/Sample-Mission-Vision-and-Values-Statements-for-Pediatric-Practices.aspx>