


Appendix I:
Vision, Mission, Values, Driving Strategies, Major Priorities



Bermuda Hospitals Board
 CARING FOR OUR COMMUNITY

Vision
 The first choice for health and wellness

Mission
 To ensure the highest quality health care through service, education, and leadership

Values

<i>CULTURE</i> - We incorporate and embrace the values and diversity of the Bermuda community.	<i>INTEGRITY</i> - We maintain the highest standards of behaviour that encompass honesty, accountability, ethics and doing the right things for the right reasons.
<i>QUALITY</i> - We provide safe patient centred care utilising best practices and technology that result in optimal clinical outcomes.	<i>LEADERSHIP</i> - We provide expertise and guidance on the provision of healthcare.
<i>SERVICE</i> - We work together to deliver an exceptional patient experience through service excellence.	<i>COMMUNICATION</i> - We listen attentively, communicate clearly and collaborate with our many stakeholders.
<i>PEOPLE</i> - We respect and value our staff as our most powerful asset and invest in their success as they are the foundation of the service and care we provide.	<i>STEWARDSHIP</i> - We manage organisational resources to sustain service continuity and growth.

Driving Strategies

<i>Economics</i>	<i>Patient Experience</i>	<i>Clinical Quality</i>	<i>Workforce</i>	<i>Physician Relations</i>
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Major Priorities

<ul style="list-style-type: none"> • Build a Strong Financial Base • Implement Managed Growth • Sustain Facilities 	<ul style="list-style-type: none"> • Provide Great Customer Service • Improve Access to Care • Facelift Hospitals Appearance 	<ul style="list-style-type: none"> • Maintain Accreditation • Meet Clinical Best Practice/ Patient Safety Standards • Improve Ward Staffing Levels 	<ul style="list-style-type: none"> • Become Employer of Choice • Develop Organisational Accountability • Orchestrate Workforce Development 	<ul style="list-style-type: none"> • Assure Physician Accountability • Guide Medical Staff Development • Improve Inpatient Efficiency of Medical Care
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