

Erie County Medical Center Corporation
Authority Mission Statement and Performance Measurements Report
March 28, 2014

Name of Public Authority: *Erie County Medical Center Corporation*

Public Authority's Mission Statement: *To provide every patient the highest quality of care delivered with compassion.*

Date Adopted: *August 30, 2011*

List of Performance Goals:

- *ECMCC Board of Directors actively participates in board level committees responsible for overseeing quality of care, legal and regulatory compliance, financial performance, investment performance, governance, and M/WBE compliance.*
- *Other performance goals are listed in the attached document and are identified as "core values."*

Additional Questions:

1. Have the board members acknowledged that they have read and understood the mission of the public authority?

Yes.

2. Who has the power to appoint management of the public authority?

By statute, the Board of Directors appoints the Chief Executive Officer of the Corporation as well as the officers of the Board of Directors. The Board of Directors performs this function annually. In the corporation's by-laws, the Board of Directors has reserved to itself the right to appoint the Chief Operating Officer, Chief Financial Officer, and Chief Medical Officer of the corporation. Other members of management are appointed by the Chief Executive Officer.

3. If the Board appoints management, do you have a policy you follow when appointing the management of the public authority?

The Board of Directors has followed the practice of conducting a national search for prospective applicants for Chief Executive Officer, Chief Operating Officer, and Chief Financial Officer. Its other conduct in hiring management is regulated by, and in compliance with, law.

4. Briefly describe the role of the Board and the role of the management in the implementation of the mission.

As a major public health system in Western New York, ECMCC serves as the safety net hospital for the region, the region's only adult Regional Trauma Center, the region's only Disaster Preparedness facility, the region's only Burn Treatment facility, and the region's only Comprehensive Psychiatric Emergency Program. The role of management is to maintain the balance between the corporation's mission and financial performance. The role of the Board of Directors is to hold management accountable for maintaining that balance.

5. Has the Board acknowledged that they have read and understood the responses to each of these questions?

Yes.

MISSION

To provide every patient the highest quality of care delivered with compassion.

VISION

ECMC will be a leader in and recognized for:

- High quality family centered care resulting in exceptional patient experiences.
- Superior clinical outcomes.
- The hospital of choice for physicians, nurses and staff.
- Strong collaboration with community partners to improve access to healthcare and the quality of life and vitality of the region.
- Academic affiliations that provide the best education for physicians, dentists, nurses, and other clinical staff.

CORE VALUES

ACCESS

All patients get equal care regardless of their ability to pay or source of payment. We address the health care needs of each patient that we can appropriately serve, without bias or pre-judgment.

EXCELLENCE

Excellence is a standard that will never be lowered; there is an expectation of *excellence* in all areas.

DIVERSITY

We recognize the importance and value of diversity and the enrichment that diversity can bring to ECMCC.

FULFILLING POTENTIAL

We respect the value and potential of each individual as offering a significant contribution to the good of the whole organization. Personal growth and development is important for organizational success.

DIGNITY

Each individual, no matter his or her limitations, background or situation, has intrinsic dignity and unique capabilities.

PRIVACY

We honor each person's right to privacy and confidentiality.

FAIRNESS and INTEGRITY

Equity and fairness are guidelines for all decision-making. We demand personal and institutional integrity.

COMMUNITY

In accomplishing our mission we remain mindful of the public's trust and are always responsive to the immediate surrounding community and our natural environment. This commitment represents both our organization and us as individuals. A successful future for ECMCC depends on a vibrant community and a healthy environment.

COLLABORATION

Collaboration with other organizations is beneficial within the context of our mission and is fundamental to achieving our goals.

COMPASSION

All involved with ECMCC's service delivery demonstrate caring, compassion and understanding for patients, employees, volunteers and families.

STEWARDSHIP

We can only be successful in carrying out our mission through solid financial performance, and by assuring that resources provided to us are used effectively, in the way they were intended, and for the benefit of our patients and community.