

Delivering On Your Practice Culture or Building Your Hive Mind

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Session Goals

1. ...recognize the important of practice culture and why it is ultimately more important than the strategy and tactics the practice may employ.
2. ...differentiate between a practice's stated culture and actual culture, and express where dangerous gaps may exist.
3. ...employ AAP content and practical examples to create a working list of values, vision statement, and mission statement.





Culture eats strategy for breakfast
- Peter Drucker









MISSION

VISION

VALUES



Pediatric EHR Solutions



Value Statements



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





Vision



Pediatric EHR Solutions



THRIVING
THROUGH
CHANGE

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



Mission Statement





FAIRHOPE PEDIATRICS

Providing personalized, whole-child pediatric care in a warm, welcoming environment.

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.







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>

What Questions Do You Have?

Questions posted in the Socio will be read aloud by moderator for the presenter to answer. Please post your questions in Socio now.



Later Viewing

This and all other UC2022 course recordings will be available for later viewing through Socio and [PCC's YouTube Channel](#)

