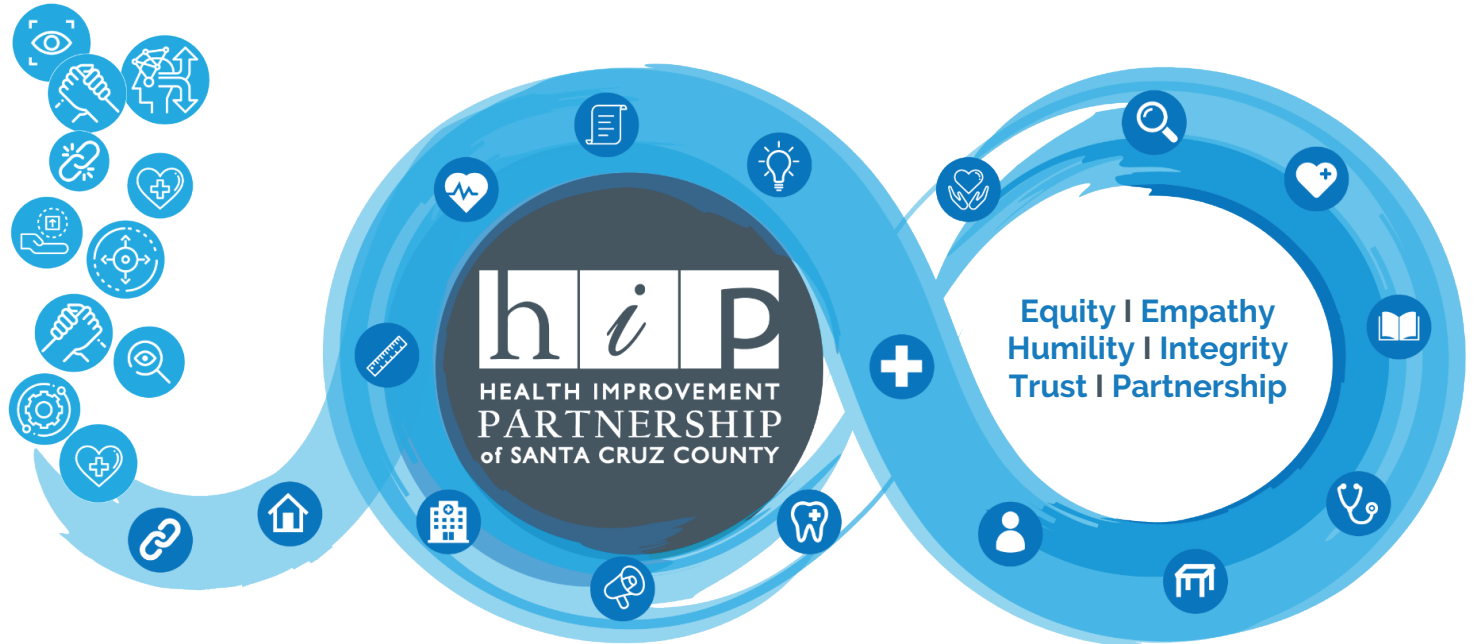


# Mission, Vision, Values

## MISSION

Committed, caring health professionals seeking to identify common ground, establish organizational partnerships and take collective action to remove barriers to individual and community health, and improve well-being throughout Santa Cruz County.



## VISION

Support healthcare system improvement, emphasizing prevention and equity, through integrated, coordinated approaches designed to yield better outcomes for patients, staff, providers, and the community overall.



## 2021-22 HIP GOALS

- Create Outstanding Employee Experience** – a creative and kind work environment where we walk the talk of collaboration, equity and integrity
- Amplify Partner Impact** – creating forums and platforms for engaging with partners to work toward the mission, vision & values of HIP
- Improve Systems so all Santa Cruz residents thrive** – through the lens of patient voice, equity, well-being, enduring benefit

### Operation

Cultivate HIP "way of work" ecosystem  
 Improve employee lifecycle  
 Improve financial systems and processes

### Behavioral Health

Enhance communication for Care Coordination  
 Improve empathy mindset and language for the people we serve  
 Curate interactive and high-quality learning sessions for Care Teams

### Population Health

Develop top talent that serves safety net organizations  
 Apply Human-Centered Design approach in all of our work to yield Health and equity in all policies/practices  
 Intentionally design employee, partners & the patient experience

Value	Description
Equity	Equity (Race, Gender, Economic, Differently Abled, LGBTQ+, Health) is at the forefront of all that we do – we ensure all voices are heard, if they are 'at the table or not'.
Empathy	We are a team, we listen and care for everyone on our team – we listen to our journey lines and build empathy for each other given our unique journey.
Humility	We are humble inside and out – culturally too.
Integrity	We are honest and show a consistent and uncompromising adherence to strong moral and ethical principles and values.
Trust	We trust in each other's areas of expertise – we are one team and trust that we will all play our position (and are capable of doing so) so that HIP can deliver on our promises to our partner organizations.
Partnership	Partnership means we trust each other, and partner to serve our partners; we ask each other for help and listen and learn from each other for the whole of HIP We are collaborative in our partnership across HIP