

O u r M i s s i o n

To improve the health of the people of Western North Carolina and the surrounding region.

- Serve people as a not-for-profit health system governed by a voluntary community board.
- Ensure sustainability through stewardship of the community's assets.
- Provide quality services in a compassionate and cost-effective manner.
- Collaborate in order to improve access across the entire continuum of care.
- Promote wellness and health to benefit the community.

2 0 2 0 V i s i o n

A regional diversified health system providing superior care and service to patients and their families through a full continuum of integrated services, education and research.

M a j o r S t r a t e g i e s

Develop people

Excel in patient quality and safety

Enhance operational and financial performance

Develop the health system

Strengthen key relationships

M E R I T V a l u e s

Mercy

Excellence

Respect

Integrity

Trust/Teamwork

