

# Program definition

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## Legacy Health

### **Vision**

The Care Management team manages and advocates for patient and family engagement across the continuum of care with comprehensive planning and implementation to achieve clinical and fiscal stewardship through care transformation.

### **Mission**

We are a diverse team with a continually evolving body of specialized knowledge that engages in a set of activities to improve patient care and optimize use of services by helping patients and their support systems more effectively navigate health care systems.

### **Values**

- Excellent customer service
- Respect for all cultures and ethnicities
- Open communication between providers, patients and staff
- Education and training support for staff
- Collaboration with and support of system service areas
- Positive relationships with community partners
- Fiscal responsibility and equitable use of resources
- Continuous quality improvement
- Empathy for the patient or family story surrounding the admission, regardless of the insurer or third-party payer, socioeconomic status, specific circumstances that precipitated the need for care