



### **Vision**

Healthy individuals and communities with quality health care for all.

### **Mission**

Promote access to effective and affordable primary care and preventive services for all, with special emphasis on underserved populations in NH and VT.

### **Values**

Bi-State's values were created by our staff and embraced by the board to describe the culture within our organization. These values provide a greater understanding of how we operate as an organization. Bi-State's mission and vision are the foundations of our work. We are dedicated to ensuring that these core values are integrated with our day-to-day work lives.

#### **Learning**

We are committed to continual quality improvement and learning. We value creativity and seek opportunities to expand our thinking to better serve our members. We encourage professional growth and development. We promote positive change by acting upon the opportunities that result from continuous learning.

#### **Integrity**

We are committed to breathing life into our organizational mission and vision and to upholding the ideals of professionalism and honesty. We support our members' commitment to community-based approaches to access to health care. We promote the value of our mission and vision with policymakers and the community at large.

#### **Responsiveness**

We value action that serves the needs of the vulnerable and underserved. Mindful of effective process and communication, our staff responds to members and each other in a timely, appropriate and respectful manner. We use a team approach in our work, remaining attentive to the ever-changing needs of our members. Our responsiveness is guided by our human, fiscal and physical resources, our annual plan and our funder requirements.

#### **Respect**

We believe that our staff and members are our most valuable resource. We value honest, open and direct communication and strive to ensure this with each other and with our members. We recognize and honor personal and professional differences of opinion. We invite and consider input from staff and members in the development of work plans and performance standards. In so doing, we encourage each other to achieve a healthy balance between our work and personal lives.