

# FOCUS FORWARD

## **Quality at Dickinson County Healthcare will remain at the highest levels:**

- We will continue to be recognized nationally for excellent healthcare year after year.
- We will accept nothing less than the highest levels of quality for our community.

## **Every patient will always receive “5-star” treatment:**

- Great healthcare is about more than quality medicine. Great healthcare is about the entire experience before, during and after any visit to our hospital or clinics.
- Our entire staff is focused on helping every patient through every detail and issue that may arise.

## **Dickinson County Healthcare will continue to be the leading health care organization for the greater Iron Mountain area:**

- “Under one roof”, Dickinson provides a full spectrum of excellent services including all-ages family medicine, general surgery, orthopedics, physical therapy, cancer care, heart care, state-of-the-art diagnostic technology and award winning hospital and emergency services.
- No one in the greater Iron Mountain area delivers the full spectrum of excellent healthcare services locally like Dickinson County Healthcare.
- If your care requires going to another location with even more advanced services, we will help you navigate to the next level you need and continue your care at home on your return.

## **Dickinson County Healthcare will calibrate its staff, services and facilities to best meet the healthcare needs of our community.**

- We are relentless to always deliver high quality healthcare in the most efficient, effective ways possible.
- When high quality and efficiency are compromised, we must adjust for the good of our patients and community.
- We will never say “Because that’s the way we have always done it”.
- We will always say “What more can we do to improve our care”.

## **Our partnership with the community remains Dickinson County Healthcare’s greatest asset.**

- As your non-profit healthcare organization, we are counting on you and your family to entrust us with your care. When you choose Dickinson, our ability to provide excellent healthcare to all can continue.
- We are here for the community we love. Our commitment to support the health and well being of everyone is our top priority.

## **WE WANT TO HEAR DIRECTLY FROM YOU ON HOW WE ARE DOING WITH YOUR HEALTHCARE.**

**TODAY:** We are starting a conversation about your healthcare needs in this community.

**IT WILL NEVER STOP.** We will never stop listening to what your needs are and how we can serve you even better.



FOR THE COMMUNITY **WE LOVE**