



ONE PENN MEDICINE

The blueprint to provide the best care and experience for our patients and staff. We are committed to achieving equity by understanding and addressing differences in experience, safety and outcomes.

GOALS

STRATEGIES

EXCEPTIONAL EXPERIENCE

Create a culture that advances exceptional experience by being:

- Compassionate
- Present
- Empowered
- Collaborative
- Accountable



ZERO HARM TO PATIENTS & STAFF

Become a learning healthcare system within a culture of safety, trust and continuous improvement:

- Focus on the presence of safety
- Design highly reliable clinical and operational processes
- Identify and mitigate potential harm
- Create value for patients, families and staff



EXCELLENCE IN PATIENT-CENTERED OUTCOMES

Achieve the best outcomes for each patient including advanced care:

- Make evidence-based clinical decisions
- Provide culturally effective care
- Meet patients' goals of care
- Deliver equitable outcomes



DIVERSITY & EQUITY

Penn Medicine promotes an anti-racist culture that welcomes and respects all patients by committing to recruiting and advancing a diverse workforce.



CONTINUITY OF CARE

Penn Medicine delivers seamlessly coordinated care across all settings and service lines by eliminating unnecessary variation.



HIGH RELIABILITY

Penn Medicine strives to become a high reliability organization with a focus on safety, quality and efficiency within a culture of trust and resilience.



PATIENT & STAFF ENGAGEMENT

Penn Medicine partners with patients and families and incorporates all perspectives to achieve goals of care in a safe and respectful manner.



INNOVATION

Penn Medicine discovers and translates advanced care for its patients and the field of healthcare.