

## Mission, vision, values and promise

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### Mission

Novant Health exists to improve the health of communities, one person at a time.

### Vision

We, the Novant Health team, will deliver the most remarkable patient experience, in every dimension, every time. Learn more about all of the Novant Health initiatives to ensure a **remarkable patient experience**.

### Values

- **Compassion:** We treat our customers and their families, staff and other healthcare providers as family members by showing them kindness, patience, empathy and respect.
- **Diversity and Inclusion:** We recognize that every person is different, each shaped by unique life experiences. This enables us to better understand one another and our customers. By engaging the strengths and talents of each team member, we ensure a strong organization capable of providing remarkable healthcare to our patients, families and communities.
- **Personal excellence:** We strive to grow personally and professionally, and we approach each service opportunity with a positive, flexible attitude. Honesty and personal integrity guide all that we do.
- **Teamwork:** The needs and expectations of any one customer are greater than that which one person's service efforts can satisfy. We support each other so that together as a team, we can be successful in the eye of the customer as a quality service provider.
- **Courage:** We act boldly in making the changes necessary to achieve our mission, vision and promise of delivering remarkable healthcare.

### Our promise to patients

We are making your healthcare experience remarkable. We will bring you world-class clinicians, care and technology – when and where you need them. We are reinventing the healthcare experience to be simpler, more convenient and more affordable, so that you can focus on getting better and staying healthy.