

# Overview

## **The Hospital's Vision is:**

“To be the Best Community Healthcare System in New England”

## **The Hospital's Mission is:**

To improve the health of the Rutland Region and surrounding communities by providing appropriate, superior, integrated, preventative, diagnostic and therapeutic health services in a caring environment through the strength of our people, technology and relationships.

## **The Hospital's Key Goals are:**

**Quality.** We will provide superior, integrated, health services which meet our customer needs through: excellent clinical outcomes, up-to-date technology, well maintained facilities, effective processes, and competent, engaged and caring staff.

**Customer Service.** We will consistently deliver an exceptional customer experience which results in high levels of satisfaction.

**Access to Care:** We will develop new services and expand existing services in collaboration with others to meet appropriate customer needs resulting in increased access to quality care.

**Information Excellence.** We will support the organization's key processes by providing excellent information which results in effective delivery & coordination of care, informed clinical decision making, efficient operations, and improved patient involvement.

**Financial Strength.** We will achieve financial strength and stability by maintaining the health of our community, by optimizing reimbursement and improving our cost structure to produce sufficient margins, and by increasing philanthropic giving.

**Employee Engagement.** We will create an environment where employee engagement flourishes and we commit our hearts and minds to meeting and exceeding the needs of our customers and each other.

## **The Hospital's Values are:**

**Integrity:** We act with Integrity: We are honest and behave ethically.

**Diversity & Inclusion:** We strive for excellence by creating a Diverse and Inclusive workplace and community: Our differences make us stronger.

**Caring:** We Care for those around us: We are always mindful of the needs of our patients and those with whom we work.

**Teamwork:** We demonstrate Teamwork: We work together in alignment with others to achieve common goals. We are stronger collectively than individually.

## **Laboratory Services**

Rutland Regional Medical Center's Department of Pathology and Laboratory Medicine provides a wide range of testing services 24 hours a day, 7 days a week.

Our laboratory supports the work of the hospital's medical staff by providing accurate analysis and quick turnaround of laboratory tests. It also provides services to area physician offices, long-term care facilities, home health agencies, corporations and others.