MISSION STATEMENT
Revised 10/11/01 and Approved by the Board of Trustees 10/29/01

COTTAGE HOSPITAL’s mission is as follows:
- To provide caring, compassionate, quality healthcare to the residents of our service area.
- To deliver appropriate primary care, transitional long-term care, and support functions such as health education and community outreach services.
- To improve the health status of the population we serve, through leadership and through collaboration with other healthcare organizations that serve our communities.
- To be a responsible, financially viable and productive member of our community.

VISION STATEMENT
Rev. 10/11/01; Approved by the Board of Trustees 10/29/01

THE VISION FOR THE FUTURE OF COTTAGE HOSPITAL, ITS SUBSIDIARIES, MEDICAL STAFF & HEALTH PROFESSIONALS, IS THAT WE WILL:

- Be proactive in influencing and adapting to the changes in the direction and focus of healthcare, as it continues to evolve.
- Be dedicated to meeting the new and growing needs of our communities.
- Create Cottage Hospital as a healthcare facility “without walls,” involved with the North Country regional network of providers to effectively meet the full scope of the region’s healthcare needs.
- Continue Cottage Hospital’s focus on primary care, taking more of our programs of care out into the community.
- Continue focusing on outpatient care, concentrating on education and working to keep people healthy, knowledgeable and involved in their healthcare.
- Build stronger relationships with home health agencies and other organizations to help provide community healthcare to residents of our service area.
- Remain a good corporate citizen and leader in promoting the local economy.

VALUES STATEMENT
Rev. 10/11/01; Approved by the Board of Trustees 10/29/01

- Compassionate Care • We are committed to providing compassionate care and support to children and adults throughout their acute hospital care and transitional SNF/ICF care regardless of race, religion, ethnicity or lifestyle.
- Excellence • We set and adhere to the highest standards possible for all that we do, and recognize that attracting and retaining superior staff at every level of the hospital is vital to our success.
- Integrity • We maintain the highest levels of personal and professional conduct.
- Empathy • We endeavor to treat patients, their families and colleagues as we ourselves would wish to be treated.
- Innovation • We value new ideas, recognizing that innovation and change are the keys to ensuring that the care we offer today is always better than yesterday’s.
- Teamwork • We believe that collaboration among individuals, departments and institutions benefits those we serve by fostering efficiency, professional and institutional growth, and creative thinking.
- Responsibility • We accept responsibility, individually and collectively, for the outcome of all our efforts on behalf of patients, their families, our colleagues and the public.
- Fiscal Accountability • We strive to operate efficiently and cost-effectively without compromising the quality of care we offer.