



## **MISSION, VISION, VALUES**

Arbour Health System (AHS) is a system of behavioral health services for child, adolescent and adult patients. It provides a continuum of care from evaluation, crisis stabilization, and treatment for patients in the various phases of mental illness and/or addictions. The organization is committed to quality, cost effective, and innovative services. It strives to continuously exceed the expectations of customers by providing services that:

- Patients and their families recommend to others
- Mental health professionals and physicians prefer for their patients
- Purchasers select for their clients
- Creates a work environment such that employees recommend AHS as a place of employment to others

The AHS network includes Arbour Hospital, Arbour-Fuller Hospital, Arbour-HRI Hospital, Pembroke Hospital, Lowell Treatment Center, The Boston Center, The Quincy Center, Arbour Counseling Services, and Arbour SeniorCare. The goal of this unified system is to provide a spectrum of mental health and substance abuse services to residents living in Massachusetts, providing care in the right setting at the right time to support stabilization, resiliency and recovery. AHS strives to:

- Provide timely, professional, effective, efficient and culturally/linguistically competent services that are responsive to the needs and wants of our patients, families and referral sources
- Continuously improve by identifying the key needs of our customers, assess how well we meet those needs and improve our services in measurable ways.
- Collaborate with other agencies and individuals as part of a system of mental health services and to plan the patients optimal functioning in the community.
- Promote a cohesive working environment to provide ever improving services. This team approach to work will cross departmental structures to create a true customer focus. People at all levels of the organization will participate in decision-making and system improvements.
- Provide a safe, clean and therapeutic environment.
- Support clinical research and education in a manner which enhances the goals of quality improvement and cost-effective patient care.
- Provide a working environment which attracts, motivates, and rewards staff members who value and demonstrate the following: a primary focus on patient needs and safety, teamwork, positive and courteous attitudes, continuing development of service excellence in their roles, and pride in the organization.
- Manage financial resources in a responsible and cost-effective manner which supports the mission and long term viability of the various components of AHS.
- Conform to the highest ethical standards and form relationships of fairness and trust with our patients and their families, purchasers of services, and employees and medical staff.

AHS views every patient as a fellow human being in crisis that is entitled to empathy, dignity, respect, and the level of clinical excellence that each of us would want for ourselves and our loved ones. AHS also sees patients as being symptomatic of a dysfunctional system or family. The therapeutic approach of AHS is to evaluate the patient at the center of his or her system and make appropriate interventions.