

## LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER SHREVEPORT

### MISSION STATEMENT

The Mission of Louisiana State University Health Sciences Center is to serve the State of Louisiana as well as the Ark-La-Tex region by providing:

- quality patient care,
- a teaching environment for training future medical, nursing, and allied health care professionals,
- support for medical and scientific research.

Quality Patient Care is the first priority of the organization. We believe empowered employees will maximize Quality Patient Care by balancing Patient Expectations, Patient Needs, and Available Resources.

### VALUES

**Patient Expectations** are those aspects of care most appropriately identified by the patient. We believe the patients and secondly their families take the leadership role in defining Patient Expectations. These include consideration for a patient's rights, comfort, culture, dignity, privacy, security, and individuality. Collectively, how these patients' interests are allowed to affect patient treatment show our respect and care for the individual.

**Patient Needs** are those clinical aspects of care best identified by healthcare professionals. Attending physicians take a leadership role in defining needs. Other physicians, nurses, technicians, allied health professionals, and others involved in helping those who deliver care all have much expertise to contribute towards identifying and meeting the needs of the patient. We believe the patient has the right to expect that these needs will be coordinated in an atmosphere, which supports quality, interdisciplinary respect, and professionalism.

**Available Resources** are the facilities, equipment, supplies, and people that improve the health of the patient. Resources are limited in quantity. We believe use of resources must respect the long-term viability and priority goals of the organization. The end use of all resources should support our mission.

The challenge to the physicians and the employees of the hospital is to balance Patient Expectations, Patient Needs, and Available Resources to achieve Patient

Satisfaction and Quality Care. We believe this can best be accomplished within a culture of mutual trust, mutual respect, and appropriate empowerment of patients, physicians, and hospital employees.



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Hospital Administrator

4/23/07  
Date