

## Department of Health & Human Services Division for Behavioral Health



### **Mission Statement**

New Hampshire Hospital provides acute, inpatient psychiatric services for children and adults needing active treatment and other essential supports within a continuum of community-based care.

### **Core Values**

#### **Compassionate Care**

Respecting the recovery process of those who come to us for care, we value:

- Comprehensive, holistic approaches to patient care
- Least restrictive means of care
- An environment that promotes self-esteem
- Respect, privacy and dignity resulting in a safe, attractive, supportive physical environment
- Non-judgmental care
- Embracing the principles of recovery as a means to wellness
- Instill hope

#### **Communication**

As communication is key to all we do, we value:

- Identifying and providing needed information to patients, families, staff and others
- Using appropriate technology to maximize information exchange
- Holding precious the privacy needed by our patients and the confidentiality demanded in our work

#### **Collaboration**

To enhance long term stabilization and support, we value:

- Partnerships with patients that promote informed decision making and maximize independence
- Care delivered in partnership with families
- An integrated continuum of care with smooth transitions between hospital and community
- Collaborating with public and private community providers within and outside of the Behavioral Healthcare System

## **Institutional Integrity**

To promote service excellence we value:

- Provision of excellent and efficient care in the most cost effective manner
- High standards of business and clinical practice
- Advancing knowledge through research and the management of information
- The growth and development of our staff through ongoing training in evidence based practices

## **Vision**

With our mission in mind and values in place, we envision our future as:

- A nationally recognized center of excellence within an integrated system of statewide community based care
- The provider of choice in the provision of acute psychiatric services to individuals in the public care system and a major resource for all others in a competitive managed care system
- Providing access to services and responding in a timely, cost effective fashion using the least restrictive means
- Developing comprehensive customer services that embrace diversity
- Employing well qualified staff who are dedicated to creating a consumer-provider partnership, which supports the principles of continuing recovery
- Collaborating with individuals from all walks of life, their families, their insurers and a full spectrum of community agencies
- Advancing psychiatric treatment through a continuing commitment to research and teaching
- Providing a standard of care we would want to for our loved ones and ourselves