

Different BY DESIGN



OUR PURPOSE

Our Purpose is "To Serve". We believe each patient and family member is special and that their story and life matters.

OUR MISSION

We fulfill our Purpose of "Service" through our Mission to "Transform the Care of the Seriously Ill".

OUR VISION

We Focus on caring for the Elderly, Chronic and Seriously Ill by providing Hospice, Palliative Care and Virtual Care.

Our Values

Values can be defined as principles or standards of behavior. Kindful Health uses values as the lens through which all decisions should be made. We hire to our values and we invite all employees to consider if their values are in line with the values of Kindful Health. If the values are in line then it is our belief that our team members will have a positive employment experience.

Kindful values can be easily remembered with the acronym "T.E.A.M." which stands for:

TTruth

No Drama, No Gossip.

Excellence

Super Bowl Contenders.

Accountability

Everyone Doing Their Part.

Mercy

Grace, Compassion, Seek to Understand.

Our Characteristics

To create a team that can set goals, strive towards goals and achieve goals, we look for team members with the following characteristics:

GROWTH MINDSET

People who believe that their abilities can be developed through dedication and hard work—brains and talent are just the starting point. This view creates a love of learning and a resilience that is essential for great accomplishment. The opposite is being "set in your ways" or of the mindset that "we've always done it that way".

OPTIMISM

The fundamental belief that things can get better. The opposite of Pessimism.

ENTHUSIASM

Eager enjoyment, zest, energy, vigor and spirit. The opposite of Apathy.

The Kindful team brings these characteristics to every visit.

Beyond **BASIC HEALTHCARE**

RELIEVE

Our patients of their physical pain, emotional stress, spiritual worries and financial fears.

REMEMBER

Help our patients and their families remember all the special moments that have created their life's journey.

RECONNECT

Encourage patients, families, and friends to reconnect and experience those wonderful ties again.

RESOLVE

Encourage patients and their families to address any unresolved issues that may make it difficult for their loved one to let go.

Hospice is so much more than caring for the physical needs of our patients. Although our minimum responsibility is to **Relieve** our patients of pain and discomfort to ensure that their remaining time results in the highest quality of life, we are also responsible for relieving their emotional stress, guiding them through their spiritual worries and helping them make sound decisions at life's end.

Kindful team members should continually encourage patients and family members to **Remember** all of those moments that created their special life...the fun holidays, the sad moments, the exciting events and those loving days that no one will ever forget.

Because time is limited, this is the best opportunity to **Reconnect** with those family members and friends that have slipped out of our daily lives but still remain so important to our patients. Our patients deserve to reconnect with their loved ones and we can help facilitate this.

Perhaps our most difficult responsibility is to help our patients identify and **Resolve** any lingering issues that have created division in their lives. By encouraging patients and loved ones to address any unresolved issues we might be able to remove the "hurts" that keep patients from letting go. "I'm sorry" may be all someone needs to hear to finally feel comforted. By accepting these responsibilities, Kindful team members can create a truly beautiful hospice experience for our patients and their families.

RECEIVE THE **FULL BENEFIT OF HOSPICE** *Choose Kindful*