



Health Services Inc. Mission Statement



Vision

- **HSI is the Premier, National provider of Specialty Property/Casualty Insurance and Risk Management Services to Medical Centers and providers of Medical Services.**

**Motto: We don't just treat the symptom
we treat the whole problem.**

Purpose

HSI Inc. purpose is to...

- **Provide a unique combination of services and products to our clients using our focused, highly trained employees that have over 25 years of experience.**
- **Provide continual quality service to meet our clients' changing risk management needs through our "risk integrity process."**
- **Provide quality service at a fair compensation by establishing a mutually agreed upon combination of fees and/or commissions with the client.**
- **Provide the environment of trust that facilitates long term business relationships with our clients, our company associates and preferred providers.**



Mission

- **The HIS Mission is to give it clients quality Specialty Property/Casualty Insurance and Risk Management Services through it's empowered team of associates and employees, alleviating the clients concerns for maintaining appropriate insurance coverage and for risk mitigation.**

Values

- **Integrity** – To say precisely what is meant, to deliver what we promise and when we promise. To be willing to raise and address difficult issues that may affect safety, performance, or legal responsibility. To forthrightly admit error and make amends when appropriate.
- **Honesty** – To have the courage to speak the truth, and to be absolutely forthright in all cases, with our customers, co-workers, and other stakeholders
- **Teamwork** – We encourage the involvement and the contribution of each employee. We value and reward open and honest communication. We create a workplace where every employee can share a sense of ownership. We empower our employees.

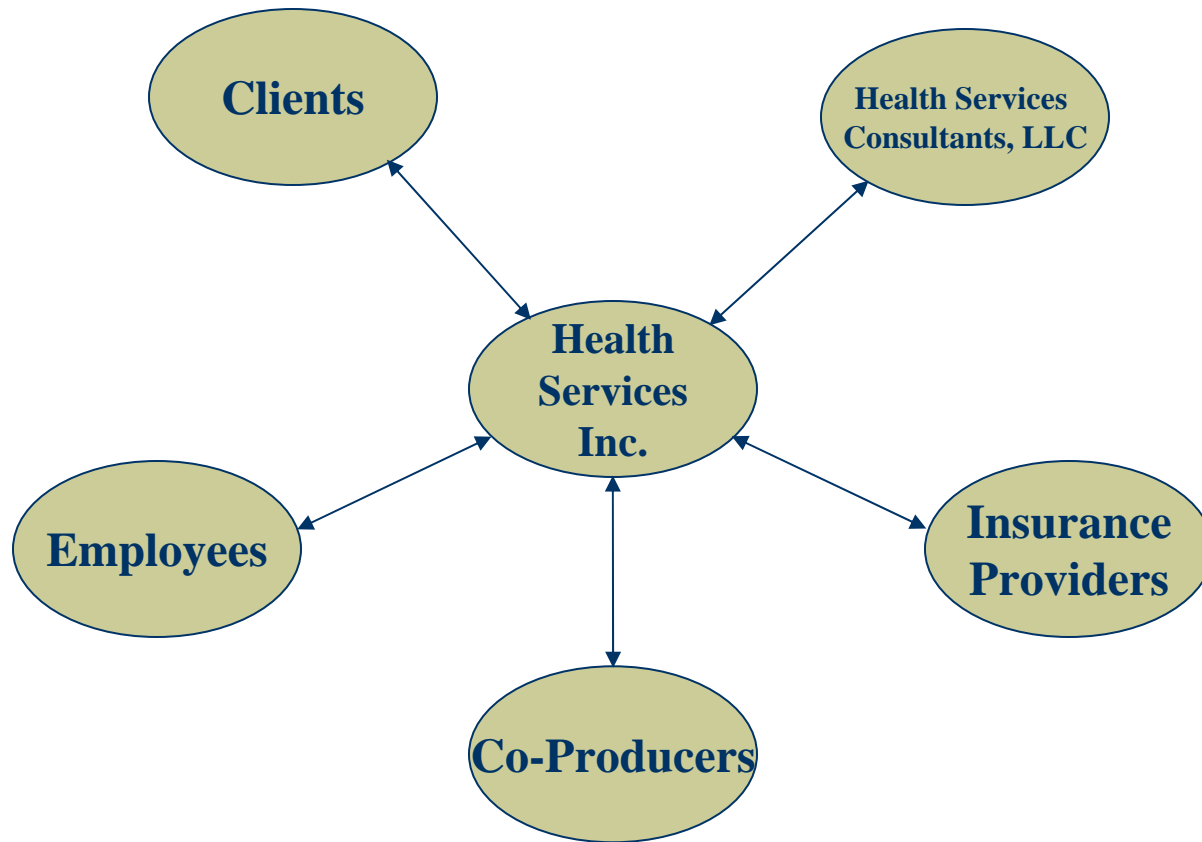
Values (cont)

- **Customer** – Customer satisfaction is essential. We will deliver superior value to our customers. We will provide the customer the best service available, one that exceeds their expectations. We exist for the customer.
- **Supplier** – Support from all of our suppliers is essential to providing valued service. We will treat suppliers as valued members of our empowered team. Everyone from the company that provides office supplies to insurance providers are a part of our team.
- **Quality** - Quality is important in everything we do. Everything we do for the customer will be correct the first time. This includes all outgoing products to our attitudes and dispositions.

Values (cont)

- **Trust** – Recognize our position as stewards of our customers' insurance and risk management programs and that they rely on our abilities. We place confidence in our fellow employees that they will put forth the best effort.
- **Respect** – To value differences as well as similarities in all of our customers, co-workers, and stakeholders. To treat everyone in the organization as valued members of the team.

Stakeholder Map



Stakeholders/Power/Importance

High Power/High Importance

Clients
Employees
Insurance Providers

High Power/Low Importance

Health Services
Consultants, LLC

Low Power/Low Importance

Low Power/High Importance

Co-Producers

Stakeholder Effectiveness Criteria

- **Clients** – Quality service, fair pricing, risk management advice and alternatives, an information resource and timely response and resolution of to their needs.
- **Employees** – A safe work environment that encourages teamwork, respect, honesty, integrity and innovative thinking.
- **Insurance Providers** – Clear, concise, accurate underwriting information. Valued as a member of the organizational team and timely payment for provided services and products.

Stakeholder Effectiveness Criteria (cont)

- **Health Services Consultants** – Quality service, fair pricing, an information resource, timely response and resolution of concerns affecting their clients' enterprise risk management plan.
- **Co-Producers** – Quality service, fair pricing, risk management advice and alternatives, an information resource and timely response and resolution of service concerns so they can serve their client effectively.

Health Services Inc.

Issues

Clients

- **Failure to respond quickly to a service request.**
- **Not returning phone calls.**
- **Pricing of products and services.**

Employees

- **Lack of respect from team members.**
- **Negative Attitudes.**
- **Pay and Compensation.**
- **Work Load.**

Insurance Providers

- **Failure to respond quickly to a request for information.**
- **Not returning phone calls.**
- **Pricing of products and services.**

Co-Producers

- **Failure to respond quickly to a service request.**
- **Not returning phone calls.**
- **Pricing of products and services.**
- **Compensation**

Health Services Consultants

1. **Lack of referral from HIS.**
2. **Lack of Administrative Support**



Conclusion

*Questions or
Comments?*