

Welcome to the



**University of Michigan
C.S. Mott Children's Hospital
Congenital Heart Center**



C.S. MOTT CHILDREN'S HOSPITAL
UNIVERSITY OF MICHIGAN HEALTH SYSTEM

Welcome

Thank you for considering the University of Michigan C.S. Mott Children's Hospital Congenital Heart Center for your next career move.

We offer opportunities in areas of patient care, research, administration, and operations.



Vision

The University of Michigan C.S. Mott Children's Hospital Congenital Heart Center will be the best academic heart center in the world.



Mission

The University of Michigan Congenital Heart Center is committed to comprehensive, multi-disciplinary, and expert care of all forms of congenital and pediatric-acquired heart disease across the continuum of life through:

- Compassionate, patient and family centered care
- Collaborative, innovative science and discovery
 - Excellence in education



Our Core Values

We are committed to advancing medicine and serving humanity through living and teaching our core values of:

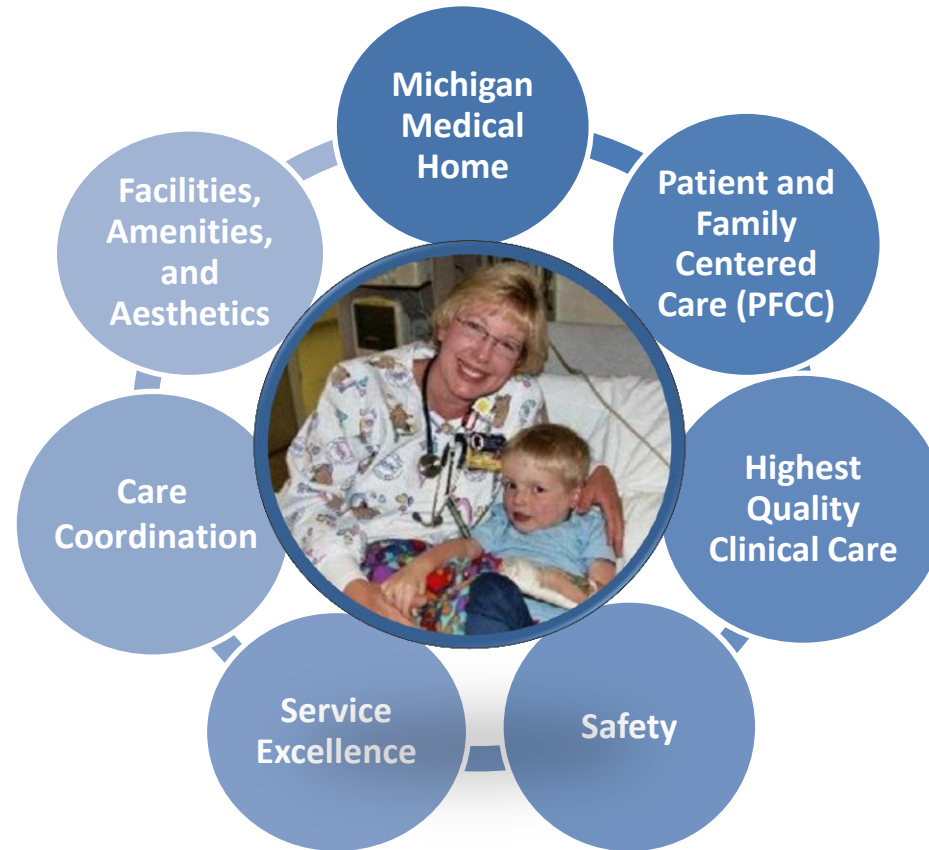


- **Transparency**
- **Accountability**
- **Mutual Respect**
- **Positive Intent**



Ideal Patient Care Experience (IPCE)

The Congenital Heart Center is committed to working towards the following seven elements of Ideal Patient Care Experience:



Patient & Family-Centered Care

Patient & Family Centered Care (PFCC) brings perspectives of patients & families in the planning, delivery, and evaluation of health care, thereby improving quality and safety.



Examples include:

Family Presence and Participation: during interdisciplinary rounds, shift change, procedures, initiation of rapid response team, end of life, and codes at the level the patient/family chooses

No Visiting Hours: families are not visitors rather they are active members of the healthcare team and welcome 24/7

Transparency in Information Sharing: including medical records, medication distribution, test results, care planning, etc.

Patient and Family Involvement in Decision Making: including care planning, care transitions, care coordination and services delivered



Service Excellence

We are committed to providing the best customer service in the world at the Congenital Heart Center—and we are committed to doing so at all times.

This involves all team members in every interaction with patients, their families, visitors, and each other.



Thank you!!

If you are interested in committing yourself to the **Congenital Heart Center's** Core Values, Ideal Patient Care Experience, Patient & Family-Centered Care, and Service Excellence and would like to join our team, please apply for this position.

Thank you for your time -- we hope to meet you soon!

