



An Open Letter from Angelia Martin, MD

August 26, 2014

Northwest Medical Center has a proud tradition of providing exceptional patient care to the individuals and families we serve. As a member of the medical staff, it is my privilege to have the opportunity to practice medicine in this community. We have so many great things to be proud of at NMC. Our patient satisfaction scores are at an all-time high, our caregiver (employee) satisfaction scores are significantly above the state average, and our patient volumes are up across all of our clinics. Many wonderful things are happening at NMC.

As we look toward the future, we (as a medical staff) are 100% committed to continuing to offer high quality, low cost healthcare and an exceptional patient experience to the citizens of Northwest Missouri. With that in mind, it is important that we constantly look for opportunities to grow and expand our services and capabilities. A couple years ago, NMC changed its mission statement to the following.

With the help of trusted, integrated partners, Northwest Medical Center serves as a compassionate, efficient health home that encourages wellness, restores health, and promotes a superior quality of life.

For years, NMC has worked diligently to create strong partnerships with other healthcare providers in the region to optimize the patient care and services provided to the members of our communities. None of these partnerships have been more valued, or longstanding, than our relationship with Heartland Health and Mosaic Life Care in St. Joseph. Heartland Health and Mosaic Life Care has been a "trusted, integrated partner" that has enabled us to provide services that we would not otherwise be able to offer alone.

As the fulfillment of years of successful partnership, I am pleased that we are taking further steps to integrate with Heartland Health and Mosaic Life Care and will be leveraging the unique capabilities of both organizations. In addition, as a member of the Mayo Clinic Care Network, Heartland Health and Mosaic Life Care physicians have the ability to connect with Mayo Clinic physicians to collaborate on the latest in medical knowledge and expertise.

As a medical staff, we look forward to taking full advantage of Heartland Health and Mosaic Life Care's significant research and development in the areas patient care, the patient experience and information technology while continuing to do what we do best...providing exceptional rural life care to the citizens of Northwest Missouri.

With much pride and appreciation,

Angelia Martin, MD

** For more information, please visit www.northwestmedicalcenter.org/partnership-announcement