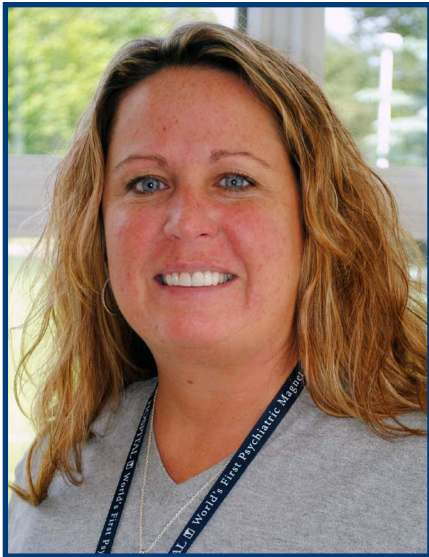


# Share Why We Care

## Acadia Hospital: *Project Inspiration*



**Stephanie N. Bernier, LMSW, MA, CADC  
Administrator of Pediatric Services**

**Acadia Values: Accountability, Innovation,  
Honesty/Integrity**

I think it is very important for any organization to have accountability. Accountability means you are willing and able to take responsibility for successes and look at opportunities for improvement.

As a health care organization, it is extremely important to have accountability standards for your employees, patient outcomes and internal processes. It shows your patients (customers) that you care about what you do and how you do it. I feel as though The Acadia Hospital holds itself accountable in these areas and works extremely hard every day to identify ways in which we can improve service delivery.

We honor our commitments, whether it is on a global or individual basis and work diligently to have a positive outcome in our patients' lives. In the year that I have worked here, I have seen many process improvements. Those include such measures as training leaders in LEAN in order to eliminate waste in all departments; working more closely with community agencies and providers to streamline communication; creating a system to measure provider productivity to decrease wait lists and implementing "open access" to more quickly provide services for children and families in the greater Bangor area.

The Acadia Hospital is accountable to the community in which we serve, and I am very proud to be a part of this amazing team.

**Acadia's Right PATH Values** (Respect, Innovation, Passion, Accountability, Transparency/Partnership, Honesty/Integrity).

Want to Share Why YOU Care? Email your essay to Alan Comeau at [acomeau@emh.org](mailto:acomeau@emh.org).



TOGETHER We're Stronger

