

## MISSION AND VISION

The EGTC–HC aims to provide specialised healthcare services to the populations of Upper and Lower Cerdanya and Capcir, actively participating in and structuring a territorial care network that serves as a link between the Catalan and French systems. It seeks to draw on the strengths of both models, from the perspective of the citizen, the professional, and the institutions. In doing so, it ensures continuity of care while upholding principles of economic sustainability and social responsibility.

In the medium term, the EGTC–HC aspires to be a model for the management of healthcare services with a European outlook, offering excellent, efficient, and effective quality. It should serve as a benchmark in service management for European citizens

## VALUES

- Embracing the transnational concept and the idea of a “Europe of citizens” as an inspiring value. Drawing on the best of each system.
- Respect for individuals, regardless of nationality, belief, or sexual orientation. A respect based on empathy, active listening, and both individual and collective dignity.
- Equity in treatment, prioritising needs for care and support.
- Balancing individual and collective well-being. Assessing opportunity cost and the benefit–risk ratio.
- Teamwork and multidisciplinary. Delegating tasks and fostering complementarity based on knowledge and competences.
- Recognising and retaining talent as a driving force of the organisation, supported by training, innovation, institutional commitment, and the facilitation of participation and engagement.
- Adaptability to circumstances and environment, flexibility, and versatility, combined with understanding and pragmatism. A spirit of non-conformity and commitment to change.
- A culture of quality as a driver of improvement and transformation.
- People-centred care, involving the patient and their environment throughout the entire process and in all related decisions. The “patient experience” as a key quality indicator.