

## R1's Mission and the R1 Way

R1 RCM is a leading provider of technology-driven solutions that transform the patient experience and financial performance of healthcare providers. **Our mission is to be the one trusted partner to manage revenue so providers and patients can focus on what matters most: providing great clinical care to their patients.** Our services and commitment support hospitals, health systems, and physicians who tend to the well-being of the patients they serve.

By leveraging our technology in automation and digitization, robust resources, training, and systems management, we are committed to providing a best-in-class healthcare experience through a modern, digital experience: from efficient scheduling and easy check-ins, to financial advocacy and compassionate interactions, all while protecting patients' sensitive information. We also have committed to and formalized employee development programs that drive diversity, inclusion, fairness, and equality, and promote creativity and innovation through various leadership and talent management programs.

### The R1 Way

The *R1 Way* is the foundation of our company and our culture. It defines the essential, shared, everyday behaviors that empower every employee to succeed and anchors everything we do as an organization. We ask our employees to live our values every day by working the *R1 Way*.



### Transform the Experience.

We improve the patient experience by being a trusted partner and developing innovative solutions for our internal and external customers

Think Forward	Innovate with Courage	Commit to Excellence
Identify future opportunities by anticipating change and planning accordingly	Be empowered to share new ideas and recommend ways to better serve customers and patients	Be accountable for customer service of the highest quality



### Unleash Talent.

We collaborate across the organization and actively support each other to accomplish great things

Build Capability	Break Down Silos	Inspire Greatness
Own your development by implementing and sharing your learnings	Create connections across teams by valuing differences and including others	Motivate each other to perform at our highest level



### Operate with Purpose.

We execute as one company to deliver superior results so our customers can focus on what matters most: patients

Do What's Right	Learn Continuously	Find a Solution
Work the right way by acting with integrity and living our values every day	Help people improve by learning from successes and failures	Succeed by proactively identifying solutions to problems that you and your colleagues face in daily work

[Read the Full 2020 ESG Report](#)