



Better healthcare,
realized.

Corporate Policy Statement

OUR MISSION

IPRO is a trusted partner to state and federal agencies working to measure and improve healthcare for all. We are set apart by our passionate staff, proven track record, culture of innovation and breadth of expertise

OUR VISION

IPRO is a non-profit organization that works with government agencies, providers and consumers to implement innovative programs that bring policy ideas to life. For over 30 years we've made use of clinical expertise, emerging technology and data solutions to make the healthcare system work better.

OUR VALUES

Our values guide us as we strive to meet our mission and achieve our vision and we are committed to **Quality, Integrity** and **Excellence** in everything we do.

- **People First:** We are committed to creating a productive and challenging work environment that celebrates employee involvement, skills development and teamwork.
- **Customer-Focused Excellence:** We are committed to satisfying applicable requirements and to providing value-added products, services and support that meet customer agreements and exceed their expectations.
- **Continuous Improvement:** We are committed to continuously improve organizational performance and the processes through which we deliver our products and services.
- **Technology Optimization:** We are committed to the integration of technology into our work to enhance productivity, efficiency and effectiveness.
- **Public Responsibility:** We are committed to honesty, accountability and responsibility in all aspects of our work and to serving the public through volunteerism and community service.

OUR STRATEGIC GOALS

- Achieve Employee Satisfaction
- Achieve Customer Satisfaction
- Achieve Innovation and Operational Excellence
- Achieve Long-term Growth and Financial Stability

TOP MANAGEMENT COMMITMENT

John A. Friedman

Theodore O. Will

Edison Machado

Herman Jenich

Alan Woghin

Clare Bradley

Richard Alfieri

Matthew Roberts

Patricia Gagliano

Virginia Hill

Susan Caponi

Wendy Ferguson

Tierre Jeanné-Porter

Jennifer Edwards

Dana Green Bennett

ISO
9001:2015
CERTIFIED