

CARE

Compassion. Attitude. Respect. Excellence.

MISSION

To touch lives with hope, healing, comfort and care.

VISION

Together, we will be the provider and employer of choice in the communities we serve.

We will accomplish this through:

- Provision of statistically superior care
- Achievement of high satisfaction levels
- Greater market share presence in the communities we serve
- Sound financial performance

VALUES

COMPASSION

- I smile and make eye contact; I introduce myself and refer to customers by their preferred name.
- I use body language and tone of voice to show kindness and interest.
- I listen and ask questions to clarify.
- I make customers and their needs the focus of my actions.

ATTITUDE

- I create a positive culture by showing a courteous attitude under all circumstances.
- I recognize co-workers' strengths and capabilities; I promote co-workers to patients and families.
- I ask customers and co-workers what I can do to help them; I say what I can do, not what I cannot do.
- I treat others as I would like to be treated.

RESPECT

- I lead by example; I dress appropriately in clean and neat clothing, wearing my name badge so all can see it.
- I allow others to exit first from elevators; if transporting a patient on a bed, I politely ask others to wait.
- I respect personal and cultural differences.
- I avoid medical jargon and speak to patients in words they understand.
- I am polite. I use proper phone etiquette. I say thank you.

EXCELLENCE

- I help keep the workplace well maintained. I clean up, pick up and wipe up.
- I will strive to find solutions to problems.
- I offer assistance and directions in a timely manner to all customers and anticipate their needs.
- I ask my patients if they are comfortable and satisfied. I take ownership to resolve any issues.
- I take responsibility for successfully completing assignments.

