



Standards of Excellence

The Standards of Excellence describe the desired behaviors we strive for in our organization.

PROFESSIONALISM

I will be flexible in adapting and responding to internal and external customer needs.

I will maintain a positive, calm and professional attitude when interacting with others.

I will treat each individual with courtesy, respect and sensitivity.

I will refrain from participating in gossip as it could affect customer or employee relations and workplace morale.

I will take pride in our organization.

I will help to maintain the cleanliness of our work environment.

I will adhere to our organizational dress codes.

TEAMWORK

I will demonstrate unselfishness while working with others toward our common mission, vision, and values.

I will treat each individual as a professional and recognize that we each have an area of expertise.

I will be patient, tolerant and understanding when working with other staff or departments to ensure that our patients and families have a smooth transition through the care process.

I will be an effective team member by being accountable for assigned duties, showing cooperation, being responsible, reliable and dependable.

I will be proactive when planning in order to minimize last minute requests by considering the priorities of others in addition to my own.

KNOWLEDGE & COMPETENCE

I will maintain all required licenses and certifications to remain eligible and qualified to do my job.

I will complete all mandatory classes and participate in staff meetings while making every effort to be on time.

I will participate in professional growth opportunities to enhance my job performance.

I will share my skills and professional knowledge with others to enhance the quality of services provided.

I will follow instructions, perform varied tasks and maintain an appropriate work pace to meet my job expectations.

I will adhere to all accreditation and regulatory standards and organizational and departmental policies and procedures.

COMMUNICATION

I will listen courteously to internal and external customers without interruption. I will answer all questions directed to me or find someone who can assist. I will follow up when appropriate.

I will show respect by introducing myself and offering assistance as needed.

I will use “please” and “thank you” when interacting with others.

I will communicate clearly with others in order to meet their needs, providing information in easily understood language or with the aid of available communication tools.

I will give positive recognition in public. I will coach in private. I will not blame, show disrespect, or embarrass anyone in the presence of others.

I will communicate confidential information by discussing it only with appropriate parties.

SAFETY AWARENESS

Safety Always First. Every time!

I will value my own safety and that of others.

I will know how to properly operate applicable equipment and machinery. When in doubt, I will ask for assistance and not take unnecessary risks.

I will report all accidents and injuries timely and complete the required paperwork.

I will maintain a safe work environment and immediately report any potential safety hazards.

I will prevent injuries from lifting, pushing, pulling or carrying by utilizing available equipment and proper body mechanics, getting help and assisting others who need help.

I will maintain a safe work environment to prevent slips, trips and falls.

I will adhere to all infection control policies and use personal protective equipment when needed.

I will be prepared for emergencies by participating in emergency preparedness training.

STEWARDSHIP

I will be responsible with the organizational resources with which I am entrusted.

I will be mindful of how I use my time in service to this organization.

I will hold myself and others accountable to act ethically and with integrity.