

Memorial Health Center Journey of Excellence

Memorial Health Center has set a priority on changing the way healthcare is delivered in our community. The *Journey of Excellence* will allow MHC to provide:

- A great place for employees to work.
- A great place for patients and residents to receive care.
- A great place for providers to practice medicine.

Journey of Excellence Standards

I am Memorial Health Center. I am proud of my association with Memorial Health Center and the mission to serve our community. I understand that we are one organization. I will treat everyone I encounter as customers including: patients, family members, visitors, and co-workers. In order to accomplish our *Journey of Excellence*, I will adopt the following standards:

Communication

- I will remember that my body language speaks as loudly as my verbal message.
- I will patiently explain information to all customers and use words they understand.
- I will inform customers of delays.
- I will follow the established MHC phone etiquette policy.
- I will avoid discussing staffing issues with/or in the presence of patients or visitors.
- I will use discretion in discussing private / personal matters in the workplace.

Commitment to My Coworkers

- I will promote a culture that helps people feel appreciated, included, and valued.
- I will welcome new employees by being supportive and setting an example of cooperation.
- I will treat everyone with courtesy and respect.
- I will serve as a team member to exceed customers' expectations.
- I will look for opportunities to celebrate and recognize teamwork.

Accountability

- I will adhere to MHC policies and procedures.
- I will be an environmental steward and recycle to conserve our resources.
- I will continue learning and show continuous improvement.
- I will improve the processes that deliver service to our customers.

Customer Service

- I will seek to understand and exceed our customers’ service expectations.
- I will remember that customers are not an interruption of my work; they are the reason I am here.
- I will assist individuals who appear to need directions / assistance.
- I will respect a customer’s time – taking appropriate action on concerns, complaints, requests, and questions.
- I will consider individual customer needs and rights.
- I will provide services with respect, compassion, and integrity.

Appearance

- I will remember that I may be a customer’s first impression of MHC.
- I will demonstrate pride and professionalism in my personal appearance by following the MHC Dress Code & Personal Hygiene Policy.
- I will treat the MHC facility and equipment with respect and look for opportunities to improve the appearance.

Confidentiality / Privacy

- I will adhere to MHC’s confidentiality policy and procedures.
- I will respect our customers’ privacy and view patient/resident rooms or treatment areas as their personal space.
- I will knock before entering a room and identify myself by name and title / department.
- I will ensure privacy for my customers.
- I will discuss private matters in a private area.

I have received a copy of the Memorial Health Center *Journey of Excellence* Standards of Conduct. I acknowledge that as a colleague, I am responsible for understanding and adhering to these standards.

Employee Name

Department

Employee Signature

Date