

SERVICE

Service Excellence is the cornerstone of healthcare. At Roper St. Francis Healthcare, we strive to provide service with respect, compassion and integrity.

I will:

- make eye contact, smile and project a "Can Do" attitude
- treat everyone with respect
- anticipate and be attentive to the needs of those we serve
- acknowledge others, Introduce myself and say Thank you
- show compassion towards others
- address service shortfalls with a sincere apology and activate the 'Service Recovery' plan

TEAMWORK

We are committed to a workplace that fosters healthy and supportive relationships.

Through teamwork, respecting coworkers and recognizing personal contributions, we will meet this goal.

I will:

- be flexible and willing to help others
- work together with all departments to achieve success
- be loyal to coworkers and not participate in gossip
- "manage up" by promoting and highlighting the strengths of others
- understand how my attitudes and actions affect everyone with whom I come in contact

PROFESSIONALISM

We express respect and pride in serving our patients and community through our personal appearance and professionalism. Our manner and expression convey our commitment to provide quality patient care.

I will:

- confidently apply my skills and knowledge

- dress professionally and discreetly, adhering to the hospital and department dress code policies
- wear identification badge at all times clearly visible, above the waist
- pursue professional growth and development
- remain respectful and sensitive in all situations

ACCOUNTABILITY

Accountability is taking ownership of one's actions. We are dedicated to meeting and exceeding our professional responsibilities.

I will:

- take ownership of my actions and decisions
- acknowledge mistakes and actively seek resolutions
- not make excuses or blame others
- be aware of my surroundings and report misconduct
- arrive on time and complete my assignments
- not be wasteful of time or resources

SAFETY

Safety is everyone's responsibility. We are committed to creating and maintaining a clean, safe environment for our patients, their families and our employees.

I will:

- prevent injuries by taking a 'thoughtful pause' and think Safety First, Safety Always
- know the meaning of and how to respond to all safety codes
- utilize security measures when appropriate
- pick up trash rather than walk by it
- understand and follow the National Patient Safety Goals

INNOVATION

Innovation is the process of creating and managing new ideas and methods to improve our healthcare system and services.

I will:

- focus on creative solutions
- seek a better way to improve organizational performance
- challenge the status quo
- make 'Excellence' the goal in everything I do

RIGHTS

We will provide a secure and trusting environment. We will treat all information as confidential, recognizing its impact on patient care.

I will:

- respect the privacy of others and access only the information needed to treat patients
- not discuss personal information in public areas
- knock on the door before entering a patient's room
- address conflict with others in private
- not impose my personal beliefs upon others
- treat others how I want to be treated (Golden Rule)

COMMUNICATION

We will demonstrate effective communication with our patients, families and coworkers to ensure a common understanding.

I will:

- actively listen and ask when in doubt
- be mindful of my body language
- put a smile in my voice
- seek interpretive services when needed
- make sure what I have said is clear and understood
- meet face-to-face, call when I cannot meet, and use written communication (e-mail) only as a last resort
- ask if there is anything else I can do