

***Mission Statement:*** Patient-Centered Excellence

***Vision Statement:*** Phillips County Health Systems wants to be the ‘**place** where **patients** want to come, **providers** want to practice and **people** want to work’.

***Core Values for Success:***

**Teamwork/Communication:** Building an effective team through cooperation and collaboration.

* Listen to and respect others in all requests and contributions.
* Provide information in a timely manner and follow through with commitments.
* Express yourself in a positive, respectful, and tactful manner in all communications.
* Demonstrate willingness to explore new ideas and adapt to change.
* Consider how your actions impact others.
* Contribute positive morale and team spirit, and recognize and encourage skills and talents of others.

**Accountability/Commitment:** Demonstrating pride and commitment to this organization through our actions.

* Display an attitude of “How can I help” instead of “Not my job.”
* Participate in organizational functions to promote community benefit and organizational unity.
* Positively support and promote our healthcare system and members with words and actions, both at work and throughout the community.
* Work as scheduled. Arrive and leave on time. Observe breaks and meal times appropriately.
* Show flexibility with scheduling by working extra or taking call-offs as needed.
* Demonstrate appropriate use of Paid Time Off.
* Use time, supplies and equipment appropriately along with maintaining accurate recordkeeping.

**Safety/Quality Standards:** Providing and maintaining the safest, highest quality environment possible for patients and staff.

* Follow all safety guidelines and procedures to protect self, patient, and co-workers.
* Participate in safety training and drills.
* Demonstrate accuracy, attention to detail, and effectiveness in completion of work.
* Attend and participate in departmental meetings, training, and educational opportunities.
* Set and work toward appropriate goals for self and department.

**Customer Service/Professionalism:** Exceeding customer expectations and creating a positive image of our organization.

* Dress cleanly and appropriately, with name tag displayed.
* Put service above any personal interests or activities while on duty.
* Smile and greet patients, visitors, and other staff in a cheerful manner.
* Maintain all levels of confidentiality and handle sensitive information appropriately.
* Strive to resolve any issue or conflict quickly and efficiently.
* Display compassion, integrity, and respect in dealing with all people.

By signing this,

I commit to uphold the Core Values of this organization and align my daily work efforts towards fulfillment of our Mission.

I will communicate promptly and considerately and treat each member of our team with dignity and respect.

I will follow safety guidelines and maintain high-quality work standards and ethics in all of my duties.

I will strive for customer service excellence and be professional in appearance and attitude.

I will demonstrate my commitment by taking ownership and being accountable to the team, facility and patients.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_