



MISSION	To improve health by providing high quality, compassionate and personalized care
VISION	The region's preferred health system providing exceptional care
VALUES	Integrity, Customer Service, Unity, Respect/Compassion, Excellence/Passion

STANDARDS OF BEHAVIOR

Excellence

We are committed to striving for excellence in all we do. It is our vision to be the region's preferred health system providing exceptional care.

- I will lead by setting a positive example.
- I will make excellence the goal in everything I do.
- I will work to create a safe environment and will report any incidents immediately, knowing I can do so without fear of retribution.
- I will take pride in our facility.
- I will follow through on what I promise and take responsibility for my actions.
- I will use time productively.
- I will be an advocate for my patients, co-workers and the organization.
- I will be proactive vs. reactive.
- I will be open to change, possess a willingness to learn and embrace new ideas and innovation.
- I will look for ways to improve systems and processes.
- I will take ownership of my actions and decisions.

Teamwork

We will foster healthy and supportive relationships in the workplace through teamwork, respecting co-workers and recognizing personal contributions.

- I will make teamwork a priority and work collaboratively to help others.
- I will embrace a culture of equality and inclusion that encourages, supports, and celebrates diversity.
- I will be inclusive to all and welcome new co-workers.
- I will assume the best about my co-workers and their intentions.
- I will work to resolve conflicts in a professional manner.
- I will show appreciation for my co-workers.
- I will speak well of my co-workers, medical staff and our organization.
- I will promote the strength of my co-workers, recognizing their contributions.

Communication

We will demonstrate effective communication with our patients, their families, and co-workers to ensure a common understanding; in order to provide high quality, compassionate and personalized care

- I will be respectful, professional and positive in my communication.
- I will acknowledge everyone in our facilities by making eye contact, greeting them, and offering assistance as needed.
- I will use AIDET + The Promise in every interaction (Acknowledge, Introduce, Duration, Explain, Thank you, Promise).
- I will strive to listen first and seek to understand what the other person is saying.
- I will seek in person communication and commit to speaking directly with someone when possible.

Patient Experience

We will strive to provide exceptional customer service with respect, compassion and integrity. We will treat patients as they want to be treated.

- I will speak clearly and explain procedures in a way that is understandable to my patient and their family.
- I will take time to answer questions from my patient and their family.
- I will address service shortfalls with a sincere apology and work to make it right.
- I will respect patient privacy, treating patients with dignity and compassion.
- I will respect the diversity of cultural and religious beliefs, recognizing how they may impact views of healthcare and interactions.
- I will practice empathy by putting myself in the other person's shoes.
- I will anticipate and be attentive to the needs to those we serve.

As an employee of Riverwood Healthcare Center, I believe there is no higher responsibility than to provide and ensure high quality care. I will work to create a supportive and caring environment for our patients, customers, and co-workers. I know I am only one person, but it only takes one person to make a difference. Above all, I will strive for excellence by consistently doing the right thing, at the right time, for the right reason.

I agree to practice the Standards of Behavior which represent our Mission, Vision and Values in action.

Printed Name

Signature

Date