



Medical Staff

Professional Expectations

Commitment to Service

We will achieve our mission of providing quality healthcare to all through honesty, loyalty and our strong commitment to service. Our service is guided by our values that drive us and determine our future success.

- Align and commit to the values, principles and beliefs of the organization.
- Respectfully hold each other accountable for the PCHC Standards of Behavior.
- Strive to find ways to continually improve customer service.
- Look beyond assigned tasks and be willing to go the extra mile. Do what is necessary to not only meet but exceed expectations.
- Identify and know your strengths. Use those strengths to improve your work and life satisfaction.
- Anticipate the wants and needs of the people we serve. Follow through in a timely, friendly and efficient manner.
- Seek out opportunities to improve skills for personal and professional growth.
- Recognize that set backs are not failures, just detours for opportunities and growth.
- Approach situations with empathy, professionalism and confidence. Take responsibility for mistakes and correct errors immediately.
- Develop a passion for service excellence.
- Recognize that the work we do is a reflection of the organization.

Integrity

Integrity is adhering to the strong moral and ethical principles of respect, honesty, fairness and accountability. We believe that by upholding these principles and professional standards we will protect and promote a culture of integrity.

- Be trustworthy, honest and truthful.
- Always maintain confidentiality.
- Accept personal responsibility.
- Lead by example.
- Take appropriate actions if ethics and values are compromised.
- Communicate effectively with individuals.
- Communication works both ways. Take ownership for being informed.
- Practice understanding and compassion.
- Always work to the best of your ability.
- Give 100% one hundred percent of the time. .
- Never use your position for personal gain.
- Be true to your word.
- Acknowledge mistakes and do not blame others.
- Always do the right thing...especially when no one is looking.
- Personal interests and relationships should not affect decisions regarding best practices.
- Be consistent in your behavior to all.

Patient Focus

Our patients are the center of all that we do. We dedicate ourselves to meeting their needs and we continually strive to ensure that the best service and quality of health care is within every patients reach.

- Respect our patients' values, knowledge, beliefs and cultural backgrounds.
- Involve patients in all aspects and decisions when planning care.
- Be accessible. Schedule appointments as needed. Make every attempt to schedule at the patients' convenience.
- Do not keep people waiting. When unexpected circumstances cause delays, explain and apologize. If necessary, reschedule at their convenience.
- Always validate with the patient that all expectations have been met.
- Provide a safe, clean and healthy environment.
- Listen and answer all questions honestly and openly.
- Communicate with patients effectively and efficiently.
- Create a welcoming environment. Greet all patients with courtesy and professionalism.
- Always complete patient interactions with the phrase, "Is there anything else I can do for you"?
- Always make sure that the patient receives and fully understands all information.
- Empathize with patients and their care. Put yourself in their shoes.

Quality

Quality is striving for excellence in all we do. Providing value-added care and service exceeds the expectations of those we serve within the community. By recognizing and respecting each patient, visitor, customer and coworker, we make others feel included, appreciated and valued.

- Be quality conscious. Dedicate yourself to quality work. Realize that what we do is a reflection of the organization.
- Continually strive to improve skills. Be open to change and willing to take risks for continuous improvement.
- Promote patient involvement in all aspects of planning and health care decisions.
- Maintain a professional appearance. Practice good hygiene and dress for respect by complying with PCHC organizational policies.
- Listen to others. Welcome feedback. Respond quickly to concerns and complaints.
- Maintain a safe, neat and clean environment.
- Live our values.
- Bring energy and enthusiasm to the work that you do.
- Be punctual.
- Maintain a positive attitude.
- Protect and respect the privacy and confidentiality of everyone.
- Anticipate needs.

Respect

Respect is honor, value, admiration, esteem, regard, and particular consideration. Respect is deserved and earned by each individual. These actions help ensure a considerate, professional work place, making it a part of our environment and culture.

- Treat all people with dignity and respect no matter what their race, religion, gender, size, age, country of origin or position in the organization.
- Implement policies and procedures consistently so people feel that they are treated fairly and equally.
- Be supportive. Praise more than you criticize.
- Actively listen to what others have to say before expressing your viewpoint.
- Treat patients, visitors and coworkers with courtesy, politeness and kindness.
- Encourage coworkers to express opinions and ideas.
- Encourage praise and recognition from employee to employee as well as from the supervisor.
- Provide an equal opportunity for employees to participate in committees, training, task forces, or continuous improvement teams.
- Use people's ideas and involve them to change or improve work processes.
- Address all patients formally unless instructed otherwise.
- Take all possible measures to protect patient privacy and confidentiality.
- Do not use any electronic communication device (cell phone, Blackberry, etc...) during meetings or for personal business while working.

Teamwork

Each and every employee is important. It takes all of us, working together, to consistently provide safe and effective, quality care to the community that we serve. We understand our common goals and are accountable for outcomes.

- Have a shared sense of purpose and clear goals.
- Be a part of the team. Actively participate. Listen and objectively receive feedback.
- Share trust and decision making. Accept joint responsibility for actions and decisions.
- Reward and recognize others when they demonstrate outstanding performance or behaviors.
- Embrace differences as a way of achieving greatness.
- Recognize the value in each individual.
- Encourage the expression of new ideas.
- Welcome newcomers and participate in their orientation and growth.
- Problem solve with input from each member of the team.
- Honor commitments.
- Maintain dignity and respect while managing conflict.
- Lend a helping hand wherever and whenever needed.
- Be willing to go the extra mile.
- Be willing to share information.
- Work through conflict together.
- Maintain a positive attitude. Focus on solutions rather than complaining or blaming.
- Promote interdepartmental respect and communication.

Accountability

Accountability is responsibility and taking ownership. It is more than just doing your job, it's a commitment to make things better, to pursue excellence and conduct oneself in ways that further the goals of the organization.

- Take ownership for your actions as well as inactions and evaluate their impact on organizational objectives.
- Communicate effectively and consistently with coworkers and patients.
- Clearly define, clarify and outline any and all expectations.
- Know and understand the expectations of your job.
- Seek out information. Be proactive and take the initiative.
- Take responsibility for all actions, right or wrong.
- Adhere to CCHS's established measures to monitor performance and quantify success.
- Be a role model for accountability among coworkers.
- Encourage and welcome constructive feedback.
- When a problem is identified, offer ideas and solutions.
- Use time constructively and efficiently.
- Fulfill commitments in a timely manner.

Clinician Name

Date