

A Health Care Community where respect, caring and compassion form the foundation of extraordinary Customer Service.



It takes



TEAM



Work!



"Take pride in what you do. The kind of pride I'm talking about is not the arrogant puffed-up kind; it's just the whole idea of caring - fiercely caring."

- Red Aurbach - Professional Basketball Coach -

**Keep it
*REAL!***



**ARHCC
MMH**



Commitment Card

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|---|--|--|--|---|
| <p>Respect</p> <p>I show respect</p> | <p>I Respect for my hospital and community</p> <ul style="list-style-type: none"> I display a positive attitude I am sincere & kind I am considerate of individual differences | <p>I Respect my team and department</p> <ul style="list-style-type: none"> I work for the common goals of my team I anticipate the needs of my team I am inclusive of all of my team members | <p>I Respect a safe work environment</p> <ul style="list-style-type: none"> I use resources wisely I respect/respond appropriately in an emergency I report any unsafe conditions | <p>I Respect patients, clients/residents and their families</p> <ul style="list-style-type: none"> I respect the decisions, dignity and privacy of patients/clients/residents/families I am an advocate for patients/clients/residents/families |
| <p>Extra</p> <p>Ways I go the Extra mile</p> | <p>I make a great first impression</p> <ul style="list-style-type: none"> I appear professional I keep my work area clean and follow the 'clean as you go' rule | <p>I stay flexible</p> <ul style="list-style-type: none"> I ask questions to learn more I think of creative ways to say yes I adapt to changing conditions I am open minded to change | <p>I do more</p> <ul style="list-style-type: none"> I act on opportunities to do more than is asked I anticipate the needs of my team and staff | <p>I show genuine appreciation</p> <ul style="list-style-type: none"> I acknowledge others for their work (contributions) I thank others when they are helpful |
| <p>Act</p> <p>Act in the Moment</p> | <p>I Act positively when speaking with others</p> <ul style="list-style-type: none"> I make eye contact I respond with sincerity I use the persons name I use good telephone etiquette | <p>I Act to make patients and staff to feel acknowledged</p> <p>I use the 15/5 Rule:</p> <ul style="list-style-type: none"> At 15 feet, I make eye contact and at 5 feet greet the person with sincerity | <p>I Act on knowledge</p> <p>I know my hospital and department</p> <ul style="list-style-type: none"> I answer questions I give directions I guide people to the right place or the right person | <p>I Act on the needs of patients/clients/residents/families</p> <ul style="list-style-type: none"> I ask questions to know the needs of patients/clients/residents/families I answer questions with honesty and empathy I provide information and updates in a timely manner |
| <p>Listen</p> <p>I actively Listen</p> | <p>I Listen to the views, compliments and complaints of those around me</p> <ul style="list-style-type: none"> I take the time to listen I respond when talked to I provide positive feedback I listen proactively by avoiding gossip | <p>I Listen to my own professional standards</p> <ul style="list-style-type: none"> I keep high standards in my work I listen to what I have been taught I listen to my intuition and rely on my knowledge | <p>I Listen to the needs of my teammates</p> <ul style="list-style-type: none"> I actively listen to what is going on around me I respond to what I hear by offering positive feedback and help where I can I clarify misinformation | <p>I Listen to what patients/clients/residents/families are really saying</p> <ul style="list-style-type: none"> I take time to listen to their concerns I take time to understand and answer their questions |