

# Pledge of Excellence

- The patient always comes first.
- Excellence in everything we do.
- Covenant Health will be the first and best choice.

## Our Mission:

We serve the community by improving the quality of life through better health.

# Standards and Behaviors

## I take ownership in my organization.

- *Pride Counts.* I will ensure that my actions and attitudes communicate that I am proud to be a part of this outstanding organization.
- *Input Counts.* I will be proactive and find solutions to problems rather than complaining or blaming others.
- *Environment Counts.* I will respect my equipment and keep my environment clean and safe.
- *Accountability/Responsibility Counts.* I will remain conscious of health care costs and will optimize resources while delivering exemplary service.
- *Ethics Count.* I will follow rules and policies, acknowledge mistakes and be truthful in all my actions.

## I provide excellent service.

- *Courtesy Counts.* I will treat others as I desire to be treated.
- *Expectations Count.* I will acknowledge that excellent service is expected and will seek to provide such at all times.
- *Actions Count.* I will not wait for events in which to act, but will anticipate needs as appropriate and initiate action.
- *Customers Count.* I will understand that my purpose in being here is to serve others at their point of need.

## I conduct myself as a professional.

- *Attitude Counts.* I will treat everyone as if he/she is the most important person in the facility.
- *Presence Counts.* I will be at work on time and be committed to doing my job with excellence.
- *Appearance Counts.* I will adhere to and support facility guidelines.
- *Skills Count.* I will continue to learn and seek knowledge to enhance my performance.

## I make effective communication a priority.

- *Introductions Count.* I will introduce myself, greet all with respect and courtesy, make direct eye contact, and speak with clarity and interest.
- *Body Language Counts.* I will be aware that communication is more than what I speak and adjust my actions accordingly.
- *Listening Counts.* I will actively listen and not interrupt.
- *Confidentiality Counts.* I will assure that customer information is kept secure and discussed only in appropriate places.

## I am committed to and value our team.

- *Cooperation Counts.* I will remove barriers by offering or asking for help, never saying, "it's not my job."
- *Support Counts.* I will support the good work of colleagues and praise them personally and to others.
- *Feedback Counts.* I will provide constructive feedback for inappropriate and negative behaviors.
- *Respect Counts.* I will treat my coworkers with the dignity, respect and compassion that I expect myself, remembering that "please" and "thank you" are key words.

**AS A MEMBER OF THE COVENANT HEALTH FAMILY, I WILL ABIDE BY THE STANDARDS AND BEHAVIORS WHICH SUPPORT OUR PLEDGE OF EXCELLENCE.**

Employee Name (Please print) \_\_\_\_\_

Employee Signature \_\_\_\_\_

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

