

Name: \_\_\_\_\_

Performance Evaluation Date \_\_\_\_\_



At Strong Memorial Hospital, every member of our team is required to make a personal commitment to service excellence. We expect that you will embrace the Strong Commitment and make it central in your work life at Strong, each and every day.

## The Strong Commitment . . . means I CARE

**Integrity** — I will conduct myself in a fair, responsible and trustworthy manner.

**Compassion** — I will act with empathy and understanding towards others.

**Accountability** — I have an obligation to take responsibility for my actions and to join with my colleagues in realizing the hospital's vision.

**Respect** — I will treat patients, families and colleagues with dignity and sensitivity, valuing their differences.

**Excellence** — I will rise above the ordinary through my personal efforts and those of my team.

## Expected Behaviors for Service Excellence

### Appearance and Language

- Wear neat, proper dress, including a visible ID badge
- Use words and tones appropriate to a health care setting

### Greeting and Assistance

- Greet others warmly
- Introduce yourself and explain your role
- Offer assistance and escort guests to their destination if needed

### Ownership and Hospitality

- Keep our hospital clean (report spills, pick up trash and reduce clutter)
- Always give patients and families priority (in elevators, lines, parking lots)

### Respect and “Recovery”

- Respect every person's privacy (knock before entering a room, pull privacy curtains where possible)
- Acknowledge patients' or families' dissatisfaction; apologize for any inconveniences; correct when possible

### Teamwork and Innovation

- Be creative in solving problems; don't blame others or offer excuses
- Value and support your co-workers and actively participate in team success
- Be flexible and willing to listen to ideas that are different from your own

Through my signature on this form I make the Strong Commitment. By doing so, I agree to uphold the Strong Commitment values and consistently demonstrate expected behaviors in my interactions with patients, families and colleagues.

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

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