

# ST. DAVID'S HEALTHCARE

## MY COMMITMENT TO OUR VALUES

### INTEGRITY

#### BE HONEST AND DO WHAT YOU SAY

- I am trusted by my patients and coworkers
- I can be counted on to do the right thing
- My actions are consistent with my words
- I make decisions based on what is best for the health and welfare of the people around me
- I demonstrate behavior consistent with our mission and code of conduct

### COMPASSION

#### BE SYMPATHETIC TO THE NEEDS OF OTHERS

- I show warmth, friendliness and personal pride in all of my interactions
- I maintain eye contact, a pleasant expression and calm demeanor even in difficult situations
- I anticipate the needs of others instead of waiting to be asked
- I offer help to visitors in need of directions and escort them when possible
- I respond to customer requests and concerns in a timely manner
- I keep my customers informed of progress and delays

### ACCOUNTABILITY

#### TAKE OWNERSHIP FOR HOW ACTIONS

##### IMPACT OUTCOMES

- I arrive on time, ready to focus on assigned duties
- I present a clean and professional image
- I keep the work area and surrounding environment clean, safe and quiet
- I introduce myself to others and wear my badge at all times
- I explain procedures and sequence of events to customers in clear and understandable terms
- I follow up to ensure satisfaction and address additional questions or concerns
- I take ownership of issues and act to achieve positive outcomes
- I ensure issues are raised to the appropriate level of the organization

### RESPECT

#### VALUE OTHERS AND EMBRACE DIVERSITY

- I treat everyone with dignity, valuing each person individually
- I give my full attention, listen carefully and ask clarifying questions to understand others' perspectives
- I receive and provide constructive feedback in a positive manner

### EXCELLENCE

#### TAKE PERSONAL PRIDE IN EXCEEDING EXPECTATIONS

- I maintain high-level competencies and the credentials required for my job
- I have and project confidence in my skills
- I seek new and better ways to improve my performance
- I take initiative to improve service and care
- I value and use teamwork to provide excellent customer service at all times

#### MY COMMITMENT TO OUR VALUES

*I have read the St. David's HealthCare Values Commitment and I am personally committed to upholding our values. I will honor these standards of behavior through all of my words, actions and deeds and encourage others to honor them as well. Because of our collective commitment, we are able to uphold our mission of providing exceptional care to every patient every day with a spirit of warmth, friendliness and personal pride.*

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Employee Signature

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Date

**StDavid's HEALTHCARE**