



We are **MEMORIAL**

PRIDE Values

As an employee of Memorial Hospital, I take seriously my responsibility to provide friendly, compassionate, quality care for every one, every time. I know that I am only one person, but I also know that it only takes one person to make a difference, either positive or negative. When I choose to work at Memorial, I am choosing to embrace the following P.R.I.D.E. standards and behavioral values in order to promote the mission and vision of Memorial Hospital. I will be both committed to and accountable for demonstrating these values.

PEOPLE

- *I put patients at the center of everything I do.*
- *I use AIDET with every encounter.*
- *I offer help to visitors in need of directions and escort them when possible.*
- *I communicate openly and honestly.*
- *I am empathetic to the needs of others.*

RESPECT

- *I receive and give constructive feedback in a positive manner.*
- *I respect people's privacy, property and personal decisions.*
- *I treat others with courtesy and value each person individually.*

INTEGRITY

- *I am accountable for my actions and keep my word.*
- *I display professionalism in my appearance and actions.*
- *I always ensure that patient information is kept confidential.*

DEVOTION

- *I focus on the here and now and have a positive, flexible attitude.*
- *I demonstrate a sense of pride in Memorial Hospital.*
- *I take ownership in Memorial's image and keep the environment clean, safe and quiet.*
- *I bring a positive and enthusiastic attitude to work every day.*

EXCELLENCE

- *I value and engage in teamwork to ensure exceptional service.*
- *I smile and ask "is there anything else I can do for you?"*
- *I take initiative to improve individualized service and deliver quality care.*
- *I possess and project confidence in my skills.*

Above all, I will exceed the expectations of my customers, patients, physicians and co-workers by consistently doing the right thing, at the right time, for the right reason, for every one, every time! I agree to abide by the preceding standards of behavior for the duration of my career here.

Employee Signature

Date

Director Signature

Date

...friendly, compassionate, quality care for every one, every time!

