

JOURNEY SERVICE STANDARDS

**These Service Standards are our commitment to all we serve:
our patients, our team, our hospital, our community and ourselves.**

“It’s the right thing to do.”

PATIENT CENTERED APPROACH

We believe that our patients and their families are at the center of all we do. *We commit to meeting and exceeding the needs of our patients by demonstrating respect, dignity and compassion.*

HOLISTIC APPROACH

We believe that our actions must be approached from a holistic perspective. *This commitment must be reflected in how we listen and act upon the needs of those we serve—physically, mentally and spiritually.*

SERVICE

We believe that providing quality service to others is a top priority and a core value of Redwood Memorial. *This commitment must be reflected in the personal service we provide to all of our customers every day and in every way.*

ATTITUDE

We believe that we are here to serve our customers by meeting and exceeding their needs with the utmost of care and courtesy. *This commitment must be reflected in the positive attitude we bring to work every day.*

TEAMWORK

We believe that exceptional teamwork is based on respect for one another and those we serve. *This must be reflected in our commitment to be consistent, dependable and responsible in working toward our common goals.*

COMMUNICATION

We believe that open, honest, direct, shared communication is essential to a quality work environment and patient care. *We commit to listening to better understand the needs of those we serve and work with, always being aware of our verbal and nonverbal messages.*

CUSTOMER WAITING

We believe that time is a very valuable resource. *This commitment must be reflected in prompt service, communication and understanding the individual needs of our patients and co-workers.*

CHANGE

We believe that, to ensure success in all that we do, flexibility and continual change is a necessity. *We commit to embrace new ideas, challenge the status quo and celebrate continual improvement.*

OWNERSHIP

We believe that our work is a reflection of ourselves. *We commit to take pride in and responsibility for the outcomes of our actions as members of the Redwood Memorial Team.*