

Attitude

Providence Health & Services exists to serve our communities. We seek to provide the best of health care within a culture of quality service. Recognizing others as unique individuals, we commit to treating every person promptly and competently with courtesy, respect and compassion.

I will:

- ✘ Thank visitors for choosing Providence
- ✘ Do the little things that make a difference
- ✘ Follow up promptly to address questions and concerns
- ✘ Welcome others with a warm smile and a friendly introduction
- ✘ Have a sense of ownership in providing the best possible care and demonstrating pride in the work that I do
- ✘ Sincerely ask, "Is there anything more that I can do for you?" Apologize for problems, inconveniences and delays
- ✘ Warmly approach others when they appear unsure of where to go, and offer to escort them to their destination or to find someone who can assist
- ✘ Speak highly of patients, co-workers, physicians and other departments, refraining from making excuses or blaming.
- ✘ Actively listen to questions and concerns, making sure I understand correctly

Communication

Communication is the voice of loving service that everyone should hear. At Providence, we are dedicated to ensuring clear, effective communication to our patients, families and visitors, as well as within our organization.

I will:

- ✘ Be open, courteous and respectful
- ✘ Listen attentively and seek clarification
- ✘ Always look for ways to communicate constructively
- ✘ Deliver my message with the Providence Mission in mind
- ✘ Speak respectfully and positively of others in the organization
- ✘ Ask, "How may I help you?" and "Is there anything else I can do for you?"
- ✘ Communicate to my work area all information that I am responsible for sharing
- ✘ Refer to others as people, not room numbers, diagnoses or procedures, when visitors present
- ✘ Ensure everyone receives clear, accurate and timely information from the appropriate sources
- ✘ Explain things clearly, using the appropriate language level and, as needed, using printed materials
- ✘ Respect differences when communicating

Teamwork

The Providence Mission calls us to provide the best care to the communities we serve. We believe that through collaboration, mutual respect, and dedication to common goals, we are able to foster healthy and supportive relationships that lead to better patient care.

I will:

- ✘ Support a blame-free environment
- ✘ Offer help when possible, and cooperate
- ✘ View myself as a team member in all my work
- ✘ Acknowledge team members for a job well done
- ✘ Welcome new people to our team and mentor them
- ✘ Take personal responsibility for helping the organization succeed
- ✘ Communicate information to co-workers to ensure optimal care of patients
- ✘ Follow policies and procedures when performing duties and responsibilities
- ✘ Report to work on time as scheduled and be respectful of others' time and schedules
- ✘ Support and encourage co-workers in all departments, and work toward collective success
- ✘ Interact with co-workers in a discreet and respectful manner, being positive in finding solutions
- ✘ Acknowledge my mistakes, ask for guidance/help when necessary, and welcome constructive feedback and suggestions for improvement
- ✘ Treat all Providence employees as professionals, recognizing that we each have areas of expertise that are essential to our success in health care
- ✘ Recognize that there is no place for "it's not my job;" if I am unable to assist, I will find the appropriate person who can perform the needed service

Recognition

We are thankful for the contributions of our caregivers, volunteers and business partners as key to carrying out our mission of service. One of the foremost ways we show respect for one another is by recognizing accomplishments and contributions.

I will:

- ✘ Thank others who contribute in practical, daily ways to the success of the organization
- ✘ Praise others' accomplishments and successes in a manner that is meaningful to them
- ✘ Acknowledge team members who exemplify our core values and standards of behavior

Privacy

The core value of Respect underlies our commitment to ensuring privacy for patients and staff. We foster a secure and trusting environment and are aware of its importance in providing the best care possible.

I will:

- ✘ Knock before entering a patient's room
- ✘ Provide a robe or gown for patients when appropriate
- ✘ Address conflict with others in privacy and with respect
- ✘ Close curtains or doors when talking with or examining a patient
- ✘ Never discuss patient information or hospital business in a public area
- ✘ Always communicate personal matters with others in a private manner
- ✘ Keep patient, physician and proprietary organizational information confidential
- ✘ Retrieve and secure printed, copied or faxed information promptly and appropriately
- ✘ Respect the right to privacy, and access confidential information only when there is a legitimate need
- ✘ Remember that Providence caregivers receiving care have the same right to confidentiality as any other patient
- ✘ Never share telephone or computer passwords or codes, and always use discretion about leaving a computer unattended

Competency

At Providence, we recognize that it takes a special kind of person to work in health care. We employ a diverse workforce committed to improving the health of our communities. Our excellence is exemplified and reinforced by the knowledge, skills and abilities of our caregivers.

I will:

- ✘ Support an environment conducive to shared knowledge and learning
- ✘ Seek creative solutions to problems and encourage creativity in others
- ✘ Participate in ongoing education that builds my ability to respect and include individual and cultural perspectives
- ✘ Commit to continuing education, making sure to attend in-services, conferences or other educational opportunities
- ✘ Seek out and continually acquire opportunities for new knowledge and skills in order to maintain a high level of proficiency

Appearance

We are aware that others' perception of the care we provide is influenced by the personal appearance of our caregivers and by the upkeep of our facilities. The way we present ourselves should convey our professionalism, our concern for those we serve, and our willingness to help.

I will:

- ✘ Report situations that require repair, cleaning or maintenance
- ✘ Dispose of litter both inside and outside the facility rather than walk by it
- ✘ Dress professionally and discreetly, adhering to my facility's and my department's dress code policies for proper uniform/clothing and jewelry
- ✘ Do my part to keep public and patient areas, work spaces, meeting rooms and other areas clean, safe and organized, and return all equipment to its proper place
- ✘ Wear my identification badge so that it is clearly visible above the waist, with the photo outward at all times
- ✘ Practice good grooming and good personal hygiene