

EXCELLENCE

We are engaged to deliver the best outcomes in quality, service, finance, culture and growth.

I demonstrate the value of EXCELLENCE through the following behaviors:

- I communicate expectations clearly to help coworkers do their jobs successfully.
- I respond to all forms of communication in a timely, friendly manner.
- I communicate in a way others can understand.
- I contribute to departmental and organizational goals.
- I do everything possible to ensure the best health outcomes by performing my work as expected.
- I respect confidentiality and privacy.
- I take pride in a clean, professional appearance and workspace.
- I act with integrity in every situation.
- I tune in and turn off outside distractions.
- I will be an ambassador for DCMC through my actions and words.
- I foster trusting relationships by following through on commitments.
- I accept responsibility, do not blame others, and avoid the “we versus they” comments.
- I suggest a resolution when identifying problems.
- I manage up others by communicating their strengths and accomplishments.
- I reward and recognize others for their contributions.
- I assume good intentions in the actions of others.

DCMC “We Statements”

Much of what we do in healthcare involves teams. Our Chief Medical Officer, Dr. Jim Heise says that healthcare is the ultimate team sport! Working well together as a team for the good of our patients requires us to behave in a certain way. Just like the “I Statements” call us to be our best individually, the following “We Statements” help us to perform well as teams. Every team at DCMC commits to these standards, as we work together as one to keep our patients first in everything we do.

We must always remember that the patient is why we are here and will make our decisions with them at the forefront of our minds.

We will trust and empower those closest to the work rather than trying to make all of the decisions at a high level.

We will respect other perspectives and support decisions that have been discussed and made, avoiding “meetings after the meeting.”

We will make tough decisions to protect our culture.

We will always assume good intent and support each other.



Door County Medical Center

IN PARTNERSHIP WITH HOSPITAL SISTERS HEALTH SYSTEM

Trusted team. Close to home.

dcmedical.org



Living Our Mission...

Standards of Behavior

Dear Door County Medical Center Employees

Our mission is, “To further the healing ministry of Jesus Christ by improving the health and well-being of our community, especially those in need.” What an honor to walk along with Jesus Christ every day, as His hands and feet, and carry out the ministry that He started over 2,000 years ago. Why is it that Jesus was a healer in His ministry? His earthly father was a carpenter, so it stands to reason that Jesus would have been interested in building shelters for those in need, but that is not what we are told. It is written in Matthew 4:23 that Jesus went about teaching, preaching, and “healing every disease and sickness among the people.”



It is clear that our spiritual and emotional health is very closely related to our physical and mental health, and Jesus seemed to have a complete understanding of this truth. It is a good reminder that we work in a sacred space and are entrusted with a sacred mission. When people in our community think of Door County Medical Center, they think of babies in their family who have been born here, loved ones who have passed away here, and all of the times that they have come to us in need and we were there for them. Every day we work at Door County Medical Center, we have an opportunity to say or do something special, to let our patients and their family members know how much we care about them.

Our values are Service, Vision, Compassion, and Excellence. We live out those values through the practical application of the “I Statements” in this document. These standards of behavior set us apart from other healthcare providers and help us to provide care that is worthy of being called the healing ministry of Jesus Christ. What a privilege to have the opportunity to serve our community in a way that glorifies God each day!

Thank you for choosing to walk in this mission with us and for the care and compassion that you show to those who need us the most.

Sincerely,



Brian Stephens
CEO / President

Our Mission

To further the healing ministry of Jesus Christ by improving the health and well-being of our community, especially those in need.

Our Vision

Delivering compassionate, quality care that inspires a healthy community.

Our Promise

We earn trust by working together to keep **PATIENTS FIRST** in everything we do.

OUR VALUES

SERVICE

We make intentional decisions and take actions to benefit our patients, community, and each other.

I demonstrate the value of SERVICE through the following behaviors:

- I wear my badge where it is clearly visible, above the waist.
- I make eye contact, smile and say hello when appropriate.
- I introduce and explain myself using AIDET.
- I listen attentively and ask clarifying questions.
- I escort patients and visitors whenever possible.
- I practice service recovery when working with patients, families or visitors with unmet needs.
- I utilize proper phone etiquette by answering the phone promptly and pleasantly and announce my name and department.
- I provide timely updates to keep others informed.

VISION

We use innovation and our expertise to improve the health of the communities we serve and to sustain and grow our health care ministry.

I demonstrate the value of VISION through the following behaviors:

- I look for opportunities to help patients, family and coworkers.
- I learn from experiences and seek new knowledge and skills.
- I share ideas constructively, and can actively listen to ideas from others.

COMPASSION

We genuinely care about people’s needs. We treat everyone like the family, friends and neighbors they are. This sets us apart from other healthcare organizations.

I demonstrate the value of COMPASSION through the following behaviors:

- I respect cultural and spiritual differences.
- I stop gossip and resolve conflicts promptly, respectfully, and privately.
- I value the knowledge and skills of others.
- I involve patients and their families in finding the right solutions for their care.