



Our Mission

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

Our Vision

Compassionate, quality care that inspires a healthy Door County lifestyle.

Our Promise

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

Values

Our Values guide our actions...

Presence

We treat others with dignity and respect so each person feels important and worthwhile.
We engage people in decisions that affect them.

I demonstrate the value of PRESENCE through the following behaviors...

I make a good first impression by smiling and making eye contact when communicating with others.

I maintain a quiet environment to promote the healing process of our patients and to enhance the comfort of our families and guests.

I greet co-workers and clinicians by name.

I protect patients' privacy by such actions as:

- Knocking and announcing myself before entering.
- Closing curtains and doors as appropriate.

I ask questions to make sure I understand what others are saying.

I envision myself in the shoes of the patient / customer.

I keep patient and business information confidential.



I answer the phone promptly and pleasantly. I ask permission and wait for an answer before placing the caller on hold. I thank the caller for holding.

I use "please" and "thank you."

If I make an error, I report it so others and I can learn from it.

I express my ideas and thoughts with respect and courtesy.

I display appropriate non-verbal communication.

I treat others with respect and dignity, which includes eliminating gossip in the workplace.

I address issues directly with the person(s) involved.

I role model service excellence to our patients and customers.

Service

We provide excellent service, care and value.

I demonstrate the value of SERVICE through the following behaviors...

I respond to customers' questions and requests promptly.

I follow hand hygiene and other infection prevention measures at all times.

I acknowledge a customer's presence immediately.

I reduce the need for patients to use the call light by focusing on the "four P's": Pain, Potty, Positioning and Personal Needs, through rounding on my patients per protocol.

I make the call light, telephone, television remote, and bedside table accessible to the patient before leaving the room.

I involve patients and families in care decisions.

I wear my identification badge appropriately at all times.

I actively seek opportunities to assist patients and families; assisting to find their way, by asking, "Is there anything I can do to meet your needs?" and by using other key words and phrases.

I am sensitive to the wait time of our patients and customers and keep them informed.

I take ownership of any safety or customer concerns that comes to my attention, and I do my best to resolve it.

I take active responsibility for our patient satisfaction levels by seeking feedback.



I am accountable for performing my work as expected.

I arrive to work, meetings, and other commitments on time.

I celebrate and recognize successes in others.

I update communication tools and effectively utilize them, i.e. white boards, patient agendas.

I use **AIDET** when I interact with our patients / customers.

A–I **A**cknowledge the patient / customer by name whenever possible.

I–I **I**ntroduce myself and share my position in the organization.

D–I provide information on the **D**uration of the encounter. How long it is going to take and how long they will have to wait to receive the results.

E– I **E**xplain in advance what the patient can expect from the encounter.

T– I **T**hank the patient for choosing our organization.

Vision

We use innovation and creativity 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 am relentless in seeking ways to keep patients safe. For example, check patient's identification prior to providing any treatment.

I set high performance expectations and I maintain a mindset of excellence.

I anticipate the needs of customers, and work to fulfill them.

I am personally willing to change in order to meet patient or customer needs.

I continuously look for different ways to improve the outcome of work.

I seek to understand the consequences of actions I take before I take them.

I am open to the opinions and ideas of others.

I am open to feedback about my performance and actively seek opportunities to improve.



Justice

We are a voice for the voiceless. We advocate for the most vulnerable and act responsibly on their behalf. We do all we can to make health care affordable in our communities.

I demonstrate the value of JUSTICE through the following behaviors...

I respect a customer's time by listening attentively to requests, concerns and complaints.

I show that I care by taking prompt action to resolve concerns.

I sincerely apologize when it is evident that a patient or customer's expectations have not been met.

I offer suggestions for unresolved concerns.

I appreciate and respect differences in cultural and religious philosophies.

I take action to ensure public and work areas are kept clean and attractive.

I actively seek opportunities to reduce wasted time and materials.

I am respectful and speak positively of all coworkers and the roles we all play to ensure a successful patient experience.

I avoid "we versus they" comments.

I look for opportunities to standardize.