



Medical Center Health System

MISSION, VISION AND VALUES

MCHS MISSION STATEMENT

Medical Center Health System is a community-based, teaching organization dedicated to providing high quality and affordable healthcare to improve the health and wellness of all residents of the Permian Basin.

MCHS VISION STATEMENT

MCHS will be the premier source for health and wellness.

MCHS VALUES

I CARE

Integrity, Customer Centered, Accountability,
Respect, Excellence

MCHS “I CARE” VALUES

Integrity

Always do the Right Thing!

- Honesty
- Trustworthiness
- Adherence to Principles
- Consistency

MCHS “I CARE” VALUES

C

Customer Centered

Put the Customer first!

- Quality Patient Care
- Anticipate Customer Needs
- Values Patients/Customers

MCHS “I CARE” VALUES

A **Accountability** ***Take Ownership!***

- Responsibility
- Discipline
- Transparency
- Commit to Results

MCHS “I CARE” VALUES

R

Respect

The Golden Rule!

- Courtesy
- Confidentiality
- Acknowledgement
- Politeness
- Personal Dignity

MCHS “I CARE” VALUES

E

Excellence

Go Above and Beyond!

- Premier Performance
- Teamwork
- A Healthy Dissatisfaction with the Status Quo



Medical Center Health System

Standards of Behavior

MCHS STANDARDS OF BEHAVIOR

MCHS Standards of Behavior will help improve staff, patient, physician and guest stories by outlining employee expectations and guiding appropriate actions. The behaviors are incorporated into your overall work performance.

MCHS expects every team member to commit to the following:

FRIENDLY

Constantly invest in being warm & courteous to staff, patients, physicians and guests-make sure your first impression is your best impression

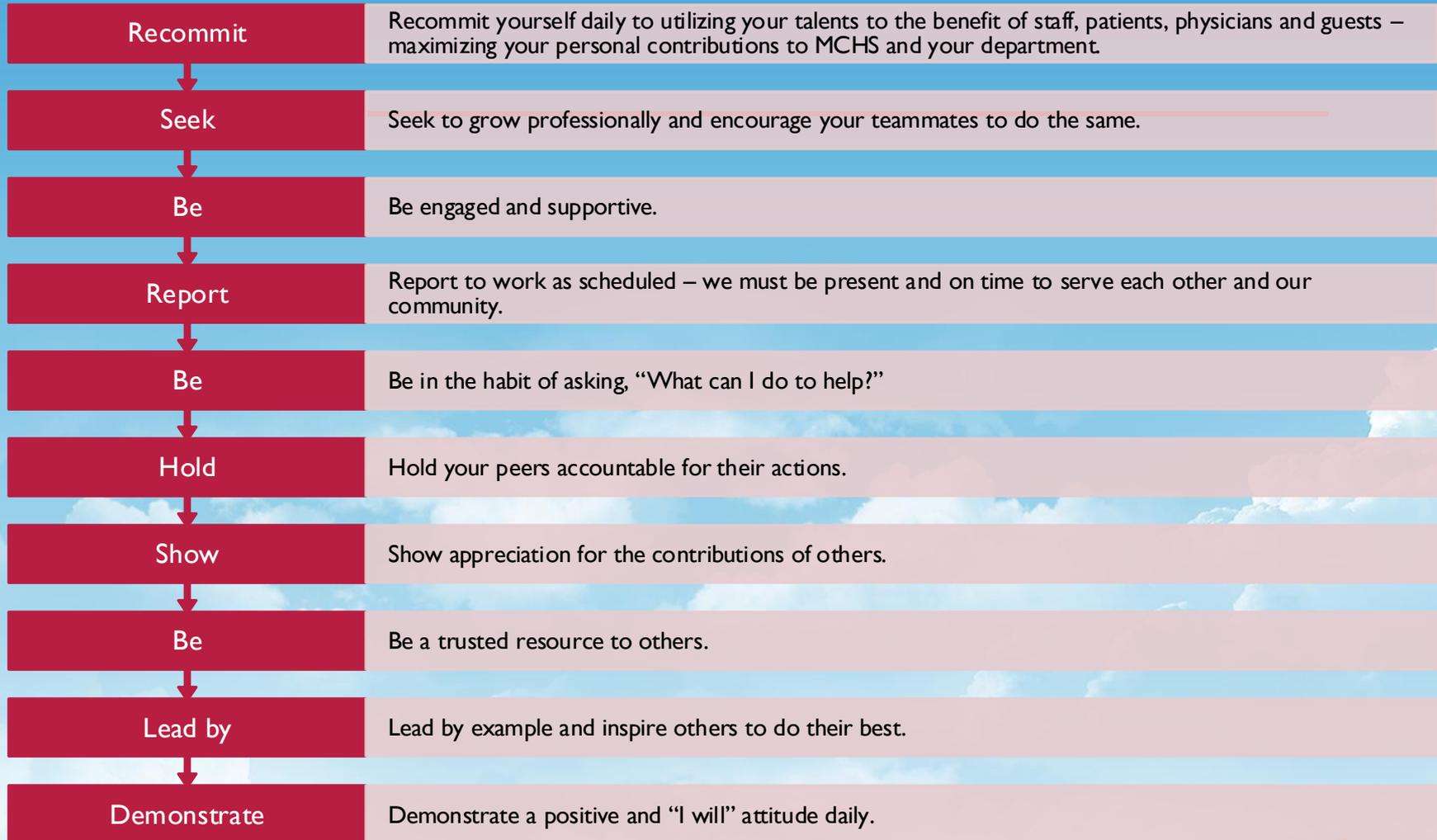
- ✓ Follow the 10/5 rule. When someone is 10 feet away, you acknowledge them; when they are 5 feet away, you say hello. Knowing that it only takes a SEC to Smile, make Eye contact and Comment.
- ✓ Demonstrate courtesy.
- ✓ Personalize encounter by using names when speaking to staff, patients, physicians and guests.
- ✓ Be respectful; say "please" and "thank you."
- ✓ Be welcoming to staff, patients, physicians and guests.
- ✓ Have a pleasant, supportive attitude.

COMPASSION

Always show true concern to those you encounter – a genuine smile, kindness and empathy should be part of every “treatment plan.”

- ✓ Treat others with fairness, honesty and compassion.
- ✓ Be an active listener.
- ✓ Be sensitive to the needs of others and offer support.
- ✓ Foster a calm, healing atmosphere by keeping noise levels down.
- ✓ Be conscious of your body language – maintain eye contact and posture that conveys openness.
- ✓ Listen without interruption or judgment.
- ✓ Go out of your way to be kind and considerate.
- ✓ Be mindful of appearing distracted by your phone, tablet or smart devices.

TEAMWORK



ACCOUNTABLE AND RESPONSIBLE

Take positive action to meet the needs of staff, patients, physicians and guests.

- ✓ Live up to the MCHS Standards of Behavior, Policies and Procedures, display responsible conduct, and foster a positive work environment.
- ✓ Place the needs of all staff, patients, physicians and guests at the highest priority.
- ✓ Take ownership, be an ambassador – this is my MCHS.
- ✓ Accept the responsibilities of your job and complete all duties assigned.
- ✓ Follow through with job duties, task, and responsibilities.
- ✓ Accept responsibility for your actions and hold your peers accountable for their actions.

COMMUNICATION

Value the need to communicate openly, effectively, clearly and with confidence which promotes an inclusive, informed culture.

- ✓ Live AIDET! (Acknowledge, Introduce, Duration, Explanation and Thank You)
- ✓ Be aware of what you say and how it can be interpreted by staff, patients, physicians and guests.
- ✓ Seek to establish rapport with staff, patients and guest.
- ✓ Utilize interpreter services.
- ✓ Inform patients of any delay in test or treatments.
- ✓ Provide timely responses to staff, patients, physicians and guests (email, phone, call light etc.)
- ✓ Be an active listener and identify opportunities to provide better service.
- ✓ Avoid gossip, rudeness, negative comments and/or foul language.
- ✓ Find answers to questions.
- ✓ Use a tone of voice that is calm and clear.
- ✓ Speak in terms that patients and visitors can understand.

FLEXIBLE

Understand that the healthcare, individual and organizational needs are forever changing and evolving.

Be willing to change for the benefit of our staff, patients, physicians and guests.

- ✓ Work cooperatively with others for the benefit of staff, patients and physicians.
- ✓ Be willing to cross train if requested to do so.
- ✓ Demonstrate positive behavior if asked to work in another area.
- ✓ Be open-minded to ideas and initiatives and present opinions without creating conflict.
- ✓ Assist co-workers by looking beyond assigned tasks.
- ✓ Never say "It's not my job" because caring for others and our facility is everyone's job.

SAFETY AWARENESS

Place the highest priority on safety in the workplace and promote safety as a core value of MCHS.

- ✓ If you spot a safety issue, address it and/or report it and notify your supervisor.
- ✓ Speak up when you have a safety concern and make suggestions to improve safety for staff, patients, physicians and guests.
- ✓ Ensure that all actions are safe and in consideration of staff, patients, physicians and guests.
- ✓ Keep alert to all job hazards. Be aware of your surroundings.
- ✓ Follow all MCHS safety and security policies and procedures.
- ✓ Always use universal precautions.

APPEARANCE

Take pride in how you and MCHS looks to our community – it reflects our respect for customers and ourselves.

- ✓ Wear appropriate work attire at all times.
- ✓ Dress to reflect professionalism and respect.
- ✓ Maintain a litter/clutter free workplace.
- ✓ Ensure that your badge is visible at all times above the waist.
- ✓ Practice good personal hygiene.
- ✓ Clothes should be clean and wrinkle free.

ETHICAL

Adhere to ethical principles that reflect the highest standards.

- ✓ Show earnest respect for staff, patients, physicians and guests.
- ✓ Access patient data information only if my job requires me to do so.
- ✓ Respecting the patient right to privacy.
- ✓ Graciously respect an individual's generational, cultural and/or physical diversity.
- ✓ Always be honest and respectful.
- ✓ Voluntarily report possible conflicts of interest to the Compliance Department or Supervisor.
- ✓ Conduct yourself in a professional manner at all times.
- ✓ Actively convey the culture, values, and beliefs of MCHS's in each encounter with internal and external customers.