C.A.R.E.S.

Service Excellence Standards and Behaviors

By following these guidelines every day, we will all do our part to create a great work environment, and an excellent patient experience.

COMMUNICATION

It is my responsibility to:

• Smile, make eye contact, and greet others with my name and role
• Communicate with sincerity, honesty, and respect
• Actively listen without interrupting and without judgment
• Welcome the views of others and encourage feedback, questions, and open dialogue
• Assist others to understand and solve their problems
• Be collaborative at all times

ACCOUNTABILITY

It is my responsibility to:

• Take ownership in delivering excellent service at all times
• Create a warm and caring first impression
• Follow procedures, policies, and guidelines
• Be mindful of conserving resources
• Take responsibility for my actions and demeanor and follow through with commitments
• Act professionally with everyone—patients, colleagues, vendors, clinicians

RESPECT

It is my responsibility to:

• Speak clearly and without judgment to others
• Demonstrate my pride of ownership by showing warmth, concern, and follow through with commitments
• Not engage in negative behaviors including gossip, undermining others, and infighting
• Ask others how I can best support them
• Speak positively about our organization, medical staff, and associates
• Respect privacy and confidentiality at all times

EXCELLENCE

It is my responsibility to:

• Take ownership to consistently improve processes within my role, my department, and throughout MarinHealth™ Medical Center
• Strive every day to offer the best care possible and to improve myself and my work output
• Seek out opportunities to learn and apply best practices
• Embrace change and offer suggestions for problem resolution
• Recognize others for outstanding performance

SAFETY

It is my responsibility to:

• Take pride in my environment by maintaining safe and clean surroundings
• Work safely and create the best environment for the delivery of quality patient care