

Commitment to our Health First Values

Our behavior is guided by our Values to provide excellent and compassionate health care. Every person. Every time.

Integrity

- I recognize, respect, and honor the Patient's Bill of Rights.
- I only discuss internal policies or operational issues in appropriate places, not in front of our patients and customers.
- I demonstrate a positive attitude toward Health First and others.
- I exhibit strong moral and ethical principles.

Compassion

- I acknowledge and appreciate cultural and ethnic diversity.
- I care for others as I would expect to be cared for myself.
- I listen attentively to understand others.
- I speak carefully to be understood.

Accountability

- I take ownership for the patient's and customer's total experience.
- I believe attitude is a state of mind — a personal choice that I control.
- I take full responsibility for my performance, words, decisions, actions and results.
- I willingly seek advice and assistance from others.

Respect

- I demonstrate teamwork by working with others, not against them.
- I acknowledge and value the contributions of others.
- I am courteous, professional, and responsive to others — in person, on the phone, or via electronic communications.
- I protect the privacy of patients and customers at all times.

Excellence

- I practice safe work habits and support the National Patient Safety Goals.
- I follow Health First's Policies & Procedures.
- I am actively engaged.
- I live out Health First's Values.
- I make choices based on Health First's Four Priorities: Uncompromised Safety, Superior Quality, Memorable Customer/Patient Experiences, and Financial Stewardship

What We Believe and How We Behave

I-CARE Promise

- I** -- I will **Introduce** myself and my role.
- C** -- I will **Clarify** what I will be doing.
- A** -- I will **Ask** if there are any questions.
- R** -- I will **Respond** with information and concern.
- E** -- I will go the **Extra** mile.

Created: 7-08