



St. John's Episcopal Hospital

Core Values and Service Standards



Core Values and Service Standards



Our goal is to revive a culture of excellence in our Hospital through mutual respect and collaborative relationships among patients, staff, physicians, union and Hospital leadership.

We all face common challenges and have a stake in the success of St. John's Episcopal Hospital. Therefore, we all need to work together.

These core values and service standards were identified by the Service Excellence Committee and are a reflection of our collective view of the needs and changes that are necessary to make our institution the hospital of choice for the communities we serve.

Responsibility

- Take responsibility for our own actions
- Follow through on the commitments we make to others
- Acknowledge patients and families by greeting them with a smile and making it a point to introduce ourselves

Compassion

- Always go out of our way to meet the needs of patients
- Treat everyone with kindness and care
- Include patients and families in decisions about their care
- Put yourself in the patient's shoes: have empathy for their situation

Respect

- Preserve the dignity of patients and staff and protect their privacy and confidentiality
- Listen well, communicate openly and honestly, and encourage others to do the same
- Show consideration for patient preferences and cultural differences
- Value the patient's/family's input about their care

Teamwork

- Actively work with others for the good of the patient and Hospital in ways that build trust
- Recognize and value everyone's contributions
- Lead by example
- Encourage participation by and teamwork of the patients, families, staff, and physicians towards the goal of improving the patient's health

Professionalism

- Take pride in our appearance
- Strive for excellence in everything we do
- Remain calm under pressure