

Parkview Health Standards of Behavior

I RESPECT

Parkview Standards of Behavior

I am Parkview Health

R Resolve Issues
E Exceed Expectations
S Service Excellence
P Professionalism
E Enhance Performance
C Confidentiality
T Together, We're Better



PARKVIEW
HEALTH

I RESPECT

Mission

Parkview Health will provide quality health services to all who entrust their care to us, and we will work to improve the health of our communities.

Vision

Parkview Health will be northeastern Indiana's leading provider of healthcare services.

To meet our communities' health needs, our physicians and employees will provide cost effective and outstanding quality care using information and technology.

Values

Trust
Quality
Flexibility
Teamwork
Stewardship

Parkview Health

Standards of Behavior

Behaviors that support the Parkview Health Values

Trust • Quality • Teamwork • Flexibility • Stewardship

I am Parkview Health

We are proud of our association with Parkview and the mission to serve our community.

Resolve Issues

We prevent and resolve issues to maintain customer confidence.

Exceed Expectations

We seek to understand and exceed our customers' service expectations.

Service Excellence

We consider individual customer needs and provide service with respect, compassion and integrity.

Professionalism

We demonstrate pride in the professionalism of our personal appearance and in the appearance of our facility.

Enhance Performance

We improve the processes that deliver service to our customers.

Confidentiality

We guarantee confidentiality and respect all aspects of customer privacy.

Together, We're Better

We partner together to enhance the quality of service we deliver to our customers.



PARKVIEW
HEALTH

Parkview Health
Standards of Behavior

We promise to exceed
your expectations!

I recognize that exceeding the expectations of the people I serve and the people with whom I work is important to improving the health of the communities we serve. I acknowledge my role in nurturing an environment of excellence as the best place for co-workers to work, physicians to practice medicine, and patients to receive care.

As an essential member of the Parkview healthcare team, I am committed to providing excellence and high-quality customer service to all people. I recognize how important clinical, service, and operational excellence is to the success of Parkview Health. I recognize how important Parkview Health's success is to the community.

I have received and read the Parkview Standards of Behavior that will guide me in providing excellence and high-quality customer service to all

I accept responsibility for following the Parkview Health Standards of Behavior in support of the Parkview Mission, Vision and Values. I am aware that my adherence to these standards will be reflected in my performance evaluation and merit increases.



**Parkview
Standards of Behavior**

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Signature

Date

Print Name

Employee ID #



**PARKVIEW
HEALTH**