



# A CULTURE OF SERVICE

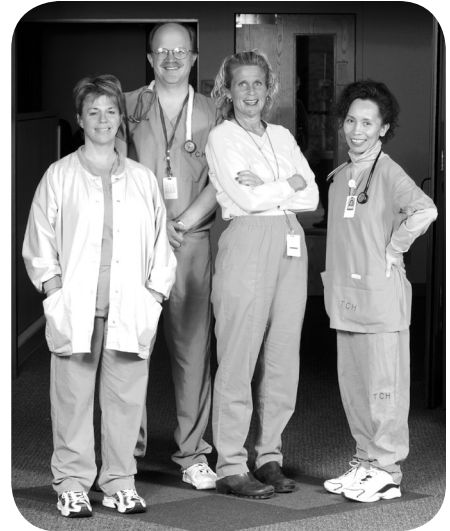
*To each other, to our patients, to our community.*

## A Culture of Service to Each Other

Serving our patients and our community begins with how we treat and interact with each other in the workplace. The building blocks of our working relationships are:

- **Quality**
- **Compassion**
- **Integrity**
- **Customer satisfaction**
- **Commitment**
- **Fiscal responsibility**

These six values, as expressed in Tuality's Mission and Values Statement, also shape how we care for our patients and customers, and how we sustain the health of our community.



## A Culture of Service to Our Patients

- **Quality**

We believe that quality means meeting our customers' needs every time, recognizing that customers include patients, their families, the community, physicians, and fellow employees. Above all, we value the quality of patients' outcomes and their continued satisfaction.
- **Compassion**

We will care for our patients, their families, and each other with understanding, concern and helpfulness because we respect the rights and dignity of all individuals.
- **Integrity**

We will follow through on promises, deal honestly and consistently with patients and each other, behave in a professional manner, and encourage open communication so that we maintain credibility and respectability.

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### **Tuality Healthcare Mission Statement**

To provide health care to the community with respect for human dignity and without regard for the recipient's ability to pay.

We believe that compassion encourages healing, that knowledge is the foundation of wellness, and that attention to quality and fiscal stability will enable us to continue service to the community.

## A Culture of Service to Our Patients (continued)

### ■ Customer satisfaction

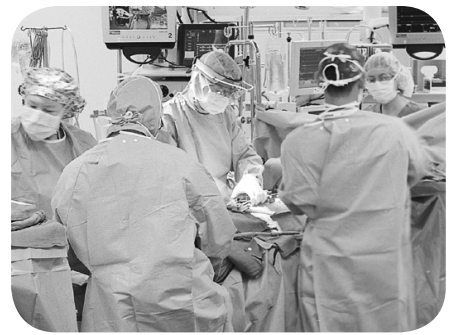
We will demonstrate quality, compassion, integrity, and commitment to our patients, physicians, and the community. We will measure their satisfaction through patient surveys, compliment and complaint files, and through community recognition.

### ■ Commitment

We will help patients achieve their best state of health. We will offer our staff a positive and enriching work experience, support and assist each other, and reward excellence in staff members. We will respond to changes in the community by designing and offering needed programs and services.

### ■ Fiscal responsibility

We have been entrusted by our community to conserve resources by maintaining well-managed, efficient facilities and return those resources in the form of high-quality, cost-effective healthcare services for all members of the community.



## A Culture of Service to Our Community

Our Mission and Values Statement implies a role for Tuality that goes beyond providing services to patients. As an integral component of our community, Tuality's employees, physicians and volunteers help comprise the very fabric of that community. Some are active Tuality representatives in community organizations, functions and events as they perform their professional duties. But beyond that, as part of a healthcare organization supported by the community, it is natural for all "Tuality family" members to return that support through community service.

Tuality encourages each person to search for ways to give back to the community—in time, energy and resources—that are personally meaningful, rewarding and enjoyable.

It starts at the top. Tuality's leadership team of administrators and department directors have identified a minimum standard of 10 hours of community service, annually, to which they are each held accountable. In giving back to the community at this level, they also hope to inspire all employees to find the types and degrees of service that are right for them.

Every year during Employee Appreciation Week, Tuality spotlights outstanding examples of employee volunteerism in the community. In addition to thanking employees in this way, Tuality hopes this recognition may also encourage others to make a similar personal commitment to community service.



*Tuality Healthcare*  
*Building a healthier community.*