



# STANDARDS FOR SUCCESS

We believe that employees who possess the following “Standards for Success,” which are comprised of Tuality’s six fundamental values, will contribute to a workplace where employees and volunteers want to work, patients want to receive care, and physicians want to practice.



## QUALITY

- Do the right thing at the right time for the right reason. If an error occurs, use it as an opportunity to learn and to improve processes.
- Look for improvement opportunities within your work processes, department, and within the organization. Make Tuality a great place for patients, employees, volunteers, physicians and other customers.
- Take responsibility for providing a safe environment for yourself, co-workers, customers and visitors. Learn your role in safety, make appropriate choices, and ask for help when you need it.



## COMPASSION

- Listen to each customer. Do all that you can to help that person feel comfortable, at ease and hopeful. Think before you speak.
- Recognize that each customer is unique and that their perception is their reality. Respecting individual differences will help you understand concerns so that you can respond to their needs.
- Treasure and care for your health. Caring for ourselves and for each other allows us to maintain the ability to care for our customers.



## INTEGRITY

- Filter your language and behavior to reflect your respect for your job and your co-workers. Heighten your sensitivity to people you work with, to help create a healthy environment.
- Be truthful and honest in all communications. Be willing to admit mistakes. If you have a problem with a person, deal with them directly instead of talking to others.
- Keep your word. Commit to doing what you say you will do.
- Respect and guard the confidentiality of others. Access and use only the information that is needed to do your job.



## CUSTOMER SATISFACTION

- Make customer service your primary focus. Be open and energetic in your communication, and respond positively to customer questions and comments.
- Greet customers and co-workers in a helpful and professional manner. Be aware that making others feel welcome goes a long way toward helping them feel well-served.
- Take responsibility to address customer concerns promptly. Keep in mind that the art of apology is a valuable skill, and use it when appropriate.
- Maintain a clean and welcoming environment for your customers. This includes your personal appearance and the appearance of your surroundings. Remember that you only have one chance to make a good first impression.
- Be a guardian for each customer's personal privacy. Respect the personal space and dignity of others in the same way that you would want to be respected.



## COMMITMENT

- Take responsibility for your own actions and behaviors. When something goes wrong, help to find solutions by focusing on the process, not on a person.
- Set an example of cooperation by helping others. Our common purpose is to serve each other, our customers, and our community.
- Look beyond your job responsibilities for opportunities to exceed expectations. Commit yourself to the success of your co-workers and our organization.
- Seek opportunities to increase your value to the organization by learning new skills, accepting new challenges, and being flexible. Everyone must be ready to meet the needs of the changing health care environment.
- Take responsibility for balancing family and work issues. Develop strategies to deal with stress that occurs in everyday life.



## FISCAL RESPONSIBILITY

- Do your job well. Every employee's role on the "Tuality team"—including yours—is uniquely important in making Tuality a "winner."
- Use work time, resources, and energy wisely. When you find opportunities to improve service and cost-effectiveness, you are contributing directly to Tuality's overall success.
- Make a commitment to give back to the community in ways that are personally rewarding, meaningful, and enjoyable. As part of a healthcare organization supported by our community, Tuality employees return that benefit through community service.
- Learn about and support the larger role Tuality plays as a local business organization. You are an ambassador of Tuality and a reflection of Tuality's vision of "building a healthier community."



*Tuality Healthcare*  
*Building a healthier community.*