

Standards of Excellence

— Mission —

Excellence in patient-centered health care.

— Vision —

To be the best Critical Access Hospital in the nation by providing the highest quality care to all we serve.

— Values —

Excellence: We are committed to the highest standards of patient care.

Service: We anticipate the needs of our patients, visitors and team members, and exceed their expectations.

Teamwork: The contributions of each team member are important and valued.

Compassion: We serve our patients, their families, and each other with warmth and empathy.

Ownership: We accept responsibility for efficient use of our resources for the community's benefit.

LHC Employees accept ownership of the organization's success:

- While different points of view are always of great value, I support LHC, its leaders, the employees and the organizational goals.
- I use LHC resources wisely (time, personnel, equipment).
- I respect cultural, religious, and social diversity.
- I look professional, adhere to the LHC Professional Appearance Policy, and wear my name badge at all times.
- I follow LHC policies and procedures.
- I properly use the LHC chain of command.
- I take the initiative in maintaining the cleanliness and safety of LHC property.

Providing quality patient care is the first priority for all LHC employees:

- I respect each patient and their confidentiality.
- I provide quality and compassionate care to each and every patient.
- I prioritize my work around patients. I will be an advocate for my patients.
- I will take the initiative in patient health.
- I am committed to understanding my patients' needs and I will involve them in their plan of care.

Effective communication is a priority to all LHC Employees:

- I have a positive attitude. I smile, make eye contact, greet others, and speak in ways that are easily understood.
- I listen openly and acknowledge other's interests, ideas, and concerns.
- I clearly communicate my needs and expectations.
- I solve problems by focusing on the process, not the individual.
- I communicate with others in an open, appropriate and timely manner.
- I remember that most of my messages are communicated non-verbally; by voice tone and body language.

***Growth is never by chance;
it is the result of working together.***

LHC Employees seek to exceed our customers' expectations:

- In every interaction, I appropriately acknowledge the customer, introduce myself, provide explanations, set expectations, and thank them.
- I act with compassion, kindness, empathy, and patience.
- I take the initiative and work to make sure all problems or concerns have been resolved to the customer's satisfaction.
- I take actions to make everyone around me have a positive experience.

Each employee is a valuable member of the LHC Team:

- I acknowledge my co-workers with a positive attitude, smile and treat them with respect.
- I accept responsibility and accountability for my own actions.
- I am on time for work, meetings, or other LHC commitments.
- I value the contributions of all members of the team regardless of job, role, or title.
- I model and encourage positive behaviors.
- I lend a helping hand when something is needed.
- I build confidence by praising my co-workers.
- I work together with my colleagues to achieve our common goals.

LHC Employees pursue excellent job performance:

- I am kind and courteous to all patients, customers and co-workers.
- I bring enthusiasm to the work that I do.
- I go out of my way to help patients, customers and co-workers regardless if it's my job or not.
- I model integrity by being honest and trustworthy in my work.
- I take responsibility for my work and follow through with all tasks.
- I am committed to understanding and applying best practices.
- I am committed to everyone's safety (my own, my patients, and my co-workers).
- I hold in confidence all private information and interactions.
- I am committed to enhancing my knowledge and sharing it with others.
- I ask for help if a concern is beyond my knowledge, ability or scope of authority.