

C.A.R.E.S.

Service Excellence Standards and Behaviors

By following these guidelines every day, we will all do our part to create a great work environment, and an excellent patient experience.

COMMUNICATION

It is my responsibility to:

- Smile, make eye contact, and greet others with my name and role
- Communicate with sincerity, honesty, and respect
- Actively listen without interrupting and without judgment
- Welcome the views of others and encourage feedback, questions, and open dialogue
- Assist others to understand and solve their problems
- Be collaborative at all times

ACCOUNTABILITY

It is my responsibility to:

- Take ownership in delivering excellent service at all times
- Create a warm and caring first impression
- Follow procedures, policies, and guidelines
- Be mindful of conserving resources
- Take responsibility for my actions and demeanor and follow through with commitments
- Act professionally with everyone—patients, colleagues, vendors, clinicians

RESPECT

It is my responsibility to:

- Speak clearly and without judgment to others
- Demonstrate my pride of ownership by showing warmth, concern, and follow through with commitments

- Not engage in negative behaviors including gossip, undermining others, and infighting
- Ask others how I can best support them
- Speak positively about our organization, medical staff, and associates
- Respect privacy and confidentiality at all times

EXCELLENCE

It is my responsibility to:

- Take ownership to consistently improve processes within my role, my department, and throughout Marin General
- Strive every day to offer the best care possible and to improve myself and my work output
- Seek out opportunities to learn and apply best practices
- Embrace change and offer suggestions for problem resolution
- Recognize others for outstanding performance

SAFETY

It is my responsibility to:

- Take pride in my environment by maintaining safe and clean surroundings
- Work safely and create the best environment for the delivery of quality patient care



MARIN GENERAL HOSPITAL