

Employee Shared Behaviors Compact

Core Value

Employee affirms:

SLHS affirms:

Teamwork

I treat all with respect.

SLHS treats all with respect.

- I always listen first to my co-workers, patients, and families and then communicate honestly in a respectful manner.
- I look beyond my assigned tasks and help my co-workers whenever possible.
- Through my actions, I appreciate, celebrate, and value diversity and inclusion.
- I speak up and support a bully-free work environment.

- SLHS regularly shares information about organizational priorities and business decisions with employees at all levels through ePulse, town halls, email, etc.
- SLHS provides opportunities for input through the PMP, annual employee engagement surveys, and focus groups.
- SLHS supports a commitment to diversity and inclusion through education, open dialogue, and community involvement.
- SLHS promotes a fair, respectful, and bully-free work environment.

Quality

I support the highest quality of service.

SLHS supports the highest quality of service.

- I do what I say I will do, when I said I would do it.
- I will speak up respectfully and act appropriately when quality patient care is at risk.
- I ensure the safety of our patients, families, and employees by following SLHS policies and procedures, including the Code of Conduct.

- SLHS provides adequate tools and resources to promote exceptional quality care and service excellence.
- SLHS will continuously measure and improve patient care and communicate results in a timely manner.
- SLHS will lead with integrity and accountability.

Customer Focus

I make those I serve my highest priority.

SLHS makes those we serve our highest priority.

- I greet everyone I meet with a smile.
- I thank our patients and their families for the privilege of serving them.
- I put our patients and their families first, and I strive to meet and exceed their expectations.

- SLHS provides and maintains a patient-centered service culture by recruiting, engaging, developing, and retaining the best people.

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Employee affirms:

SLHS affirms:

Learning & Innovation

I am committed to learning and innovation.

SLHS is committed to learning and innovation.

- I identify opportunities for personal growth and embrace continuous improvement.
- I set PMP goals that are challenging, and I complete them on time.
- I am open to new ideas and support necessary change.

- SLHS provides opportunities for learning and development for individuals and teams at all levels.
- SLHS maintains awareness of local and national health care trends to position the system for long-term sustainable success.
- SLHS supports evidence-based practice, innovation, and research.

Stewardship

I have a sense of ownership.

SLHS promotes ownership.

- I commit to regular and punctual attendance and to use my time wisely.
- I look for and suggest cost-saving ideas.
- I work on balancing my commitments and model this for my co-workers.

- SLHS provides fair and competitive compensation.
- SLHS provides infrastructure to support efficient processes and practice operations.
- SLHS supports staff well-being.

Mission

Saint Luke's Health System is a faith-based, not-for-profit, aligned health system committed to the highest levels of excellence in providing health care and health related services in a caring environment. We are dedicated to enhancing the physical, mental, and spiritual health of the communities we serve.

Vision

The best place to get care. The best place to give care.

Culture

The culture of Saint Luke's is defined by its value system, where behavior of all employees reflects SLHS's five core values of Teamwork, Quality/Excellence, Customer Focus, Learning & Innovation, and Stewardship. To accomplish our vision means to live our values.

All employees must affirm this Shared Behaviors Compact in their PMP.