



Personal Commitment

Salina Regional Health Center has built a culture around service and a commitment to excellence in patient care. All our employees, interns, volunteers, and observers have committed to putting the standards of performance set by the Organizational Culture into practice.

- *I will acknowledge all patients and co-workers*
- *I will practice good elevator and phone etiquette*
- *I will say please and thank you*
- *I will ask, "Is there anything else I can help you with?"*
- *I will really listen to what patients and co-workers have to say*
- *I will use AIDET when communicating with patients*
- *I will follow through and do what I say I will do*
- *I will uphold confidentiality*
- *I will be trustworthy, honest and reliable*
- *I will show empathy to those who are hurting or struggling*
- *I will embrace diversity of individuals, cultures, and generations*
- *I will praise and encourage co-workers*
- *I will demonstrate a sense of ownership*
- *I will show pride in my organization*
- *I will own the responsibilities of my job*
- *I will offer and share suggestions for improvements*
- *I will recognize each individual's value to SRHC*
- *I will arrive to work each day with enthusiasm*
- *I will treat all patients and co-workers with dignity and respect*
- *I will take accountability for delivering results*
- *I will have courage to adapt to change*
- *I will consistently look for ways to improve SRHC*
- *I will present with professionalism at all times*
- *I will wear my ID badge at all times*

By signing below, I affirm my commitment to fulfilling my role in supporting the mission of the health center and creating a culture of excellence through providing quality patient care. I remain committed to practicing these specific behaviors diligently while on duty.

* I understand that this Personal Commitment is not an expressed or implied contract and does not in any way affect my status as an employee at will.

Signature

Date

Printed Name

Employee Number

USING AIDET

■ Acknowledge

- Acknowledge the patient by name
- Make eye contact

■ Introduce

- Introduce yourself, your role/skill set, your professional certification/experience

■ Duration

- Give an accurate time expectation for tests, physician arrival and other events

■ Explanation

- Explain step by step what will happen, answer questions, and leave a phone number where you can be reached

■ Thank

- Thank the patient/family for choosing SRHC
- Ask: *"Is there anything I can do for you?"*