

JMH CREDO

Preamble

JMH is an interdependent, respectful family of equals. Our family includes Patients, Staff Members, Health Care Providers, Volunteers, Vendors, Students, Board Members and the Community. We treat every individual as we wish to be treated, providing high quality, efficient healthcare in a safe and enriching environment.

Guests

Be caring: Smile and introduce yourself. Be warm, friendly and make eye contact. If someone looks like they need help, ask them. Walk guests to their destination. Always use common courtesy, like “please” and “thank you.”

See the person behind the patient: Patients and families process the care experience in *social*, not technical, terms. Realize the importance of every moment for patients. Treat every patient like your first patient. Do not assume the patient understands. Compassionately explain, tailored to the patient’s understanding, *your role*, *what* you are doing, *why* you are doing it, and *what* to expect. Tell the truth and remain engaged with patients and families, regardless of outcome or causation.

Be service-minded: Be professional in appearance, attitude, and behavior. Listen for and anticipate needs and respond quickly: Offer before being asked. Protect rights to privacy and respect space appropriately.

Coworkers

Respectfulness: Understand everyone’s unique diversity in experience, culture and contribution. Acknowledge each role as one important part of an interdependent team required for the delivery of maximally safe, high-quality care. No individual team member is more important than another.

Effective communication: Team members communicate with respectful honesty and civility, fostering interpersonal trust and effective teamwork, promoting high degrees of job satisfaction, patient safety and quality outcomes. Differences of opinion are approached with a desire for mutual understanding, civility, flexibility, and tolerance with the goal of creating the best solution.

Attitude: We understand that attitude and demeanor affect everyone around us. We create and demonstrate pride in our organization by choosing to be positive, participative and enthusiastic.

Community

Civic duty: It is our responsibility to understand and meet the needs of all segments of the community. We are actively and continuously engaged members of the community we serve.

Wellness: We partner with the community to promote healthy life styles and quality of life, leading by example. We will be the primary healthcare resource for our community by efficiently providing services and referrals of the highest quality tailored to the individual’s health needs, disease, or disability.

Stewardship

Environmental: We are collectively responsible for maintaining a neat, clean and healthy working environment, projecting pride and professionalism to our guests and the community. We pick it up, clean it up, turn it off or on, close or open it, report it or otherwise care for it even when it isn’t our personal responsibility.

Financial: Recognizing the safest organizations are the most cost effective and efficient, we are actively aware of costs within our department and consciously avoid wasting time and supplies. We actively seek to identify and eliminate waste while maintaining high quality with integrity.

The Medical Staff fully appreciates, understands, and supports the critical role of behavior, culture and interpersonal relationships in attaining optimal patient safety and quality outcomes. It is important that all providers embrace their role as a member of an interdependent team, and understand that every team member is critical to patient care. To that end, the Medical Staff at JMH requires all individuals applying for medical staff membership and privileges to agree to sign the Credo, at initial and all subsequent reappointments, thereby affirming they shall abide by the principles set forth in the JMH Credo.

I have read and understand the Credo. I agree, without reservation, to embrace and uphold the spirit and intent of the Credo.

Signed: _____ Print Name: _____ Date: _____