



## WORKING TOGETHER

"I will commit to work together in a courteous, respectful manner. I will demonstrate a positive spirit of service with all employees with whom I interact."

### I WILL:

- Place team success above individual recognition.
- Be receptive to new ideas and approaches within my workplace.
- Offer assistance generously without hesitation.

## EMPOWERMENT

"I will be accountable, responsible, and self-directed in all aspects of my work at all times."

### I WILL:

- See projects through to ensure completion.
- Problem solve with patients, family members, and other employees.
- Follow up to ensure a resolution.

## COMMUNICATION

"I will demonstrate positive communication in a clear, courteous and appropriate manner at all times."

### I WILL:

- Use effective verbal and written communication to patients, families, visitors, and fellow employees using the principles of AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You).
- Use positive communication in my tone of voice, body language, and choice of words.

## APPEARANCE

"I will dress in a manner that reflects a professional and positive image of the hospital at all times."

### I WILL:

- Maintain a clean, neat, and professional appearance.
- Adhere to the Hospital's dress code policy.
- Promote and adhere to Nyack Hospital's guidelines regarding a safe and clean work environment for employees, patients, and visitors.

## RESPONSIVENESS

"I will demonstrate the ability to provide timely feedback and communication to patients, visitors, and coworkers."

### I WILL:

- Respond empathetically.
- Apologize for delays and concerns.

## EXCELLENCE IN SERVICE

"I will strive to 'do my best everyday' in exceeding customer expectations."

### I WILL:

- Anticipate and address my patients' and customers' needs.
- Avoid negativity and exhibit a *can-do* attitude.
- *Manage up* fellow employees, physicians, departments, and the organization, to increase patient confidence both internally and in the community.