

# Living Our Mission at JCRHC

Our mission, vision, and values define who we are. They provide the framework for the culture of care that defines JCRHC, and applies to all employees.

## Our Mission.

To provide quality, personalized primary and selected acute-care; ambulatory care; home and community healthcare; and related services.

## Our Vision.

To become *the preferred health partner* for the greater Jackson County area through the development of a progressive, consumer focused health system.

## Our Values.

To create an environment similar to a family that treats each other with the greatest respect and where we are happy to recruit friends and family to the hospital as workers or patients.

**QUALITY/SAFETY IN PATIENT CARE:** As team members at Jackson County Regional Health Center we are committed to our primary goal of providing quality and safe patient care. In order to provide the highest quality and safe care to our patients:

- We take time to introduce ourselves, identify what we are doing, explain how long it may take, so patients and their families can know what to expect and feel comfortable in their surroundings.
- We communicate necessary information to our team members, patients, and families in ways that are easily understood and maintain confidentiality.
- We meet our patient's needs in a timely manner with dignity and respect.
- We provide comfort measures to patients and their families (pillows, blankets, cup of coffee, etc.) whenever the need arises.
- We continually build on our knowledge and skills to maintain an up-to-date, high quality culture of safety.
- We provide quality and safe patient care by looking ahead, plan and prepare for the best outcome for our patients.

**HIGHEST LEVEL OF PROFESSIONALISM:** JCRHC is devoted to demonstrating the highest level of professionalism. We do this by:

- Following our dress code guidelines so we are seen as healthcare professionals in the performance of our duties.
- Portraying confidence in the way we explain procedures and demonstrating expertise and skill in our actions.
- Maintaining a sense of calm in tense situations.
- Asking our patients sincerely "Is there anything else I can do for you?" before leaving.
- Exhibiting a willingness to be honest and flexible in the execution of our duties.
- Demonstrating well prepared and organized teamwork
- Remembering the families of our patients by keeping them involved and informed about the things to expect in the care of their family member.

**OUTSTANDING TEAMWORK:** We value outstanding teamwork at JCRHC. As team members, we rely on each other and commit to support each other. Our outstanding teamwork is guided by these principles:

- We maintain an awareness of different levels of skills and divide work assignments accordingly.
- We believe in and accept accountability for fulfilling our responsibilities on the team.
- We recognize the need to ask for help and the importance of offering help without being asked.
- We demonstrate flexibility in our work lives and help others with their work when it is needed and appropriate.
- We show willingness to assume leadership or be a participant/team member as situations dictate.

**FUN & APPROPRIATE HUMOR:** We, at JCRHC, strive to create an enjoyable workplace thru the use of fun and appropriate humor. In providing quality health care, we recognize that the use of fun and humor must be done in a sensitive manner that does not insult, degrade, injure or harm our patients, their families, or our team members.

- We occasionally use appropriate humor to defuse tense situations and/or to calm patients, family or team members.
- We use humor and fun in celebrating significant events, traditions, and accomplishments between team members, departments, teams or patients.
- We smile, joke, express friendliness, and courteousness between team members to create a pleasant workplace.
- We will readily apologize and express sincere regret if our humor in anyway inadvertently injures, insults, degrades or wrongs another.

**BUILD A GREAT WORK PLACE:** At JCRHC, we strive together to Build a Great Work Place and recognize that making JCRHC a better place to work is our shared responsibility. We can accomplish this together by:

- Being respectful of our team members, including time, belongings, and privacy.
- Exhibiting a positive attitude in our actions; such as greeting everyone with a smile, saying hello when walking by in the hallways, and being generally helpful.
- Taking time to have fun, volunteering, and participating in hospital activities.
- Acknowledging and expressing thankfulness to others for their efforts and contributions.
- Teaching and sharing information in ways that are productive in a helpful non-threatening manner.
- Showing care and concern for team members by acting compassionately and offering help in times of crisis.

**I have reviewed the above and am committed to serving my team and my community by Living Our Mission at JCRHC.**

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Signature

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Date