

JOB KNOWLEDGE & ACCOUNTABILITY

Swedish/Edmonds recognizes that job knowledge and accountability are essential towards our vision of excellence. We demonstrate a sense of ownership and pride.

- I will meet or exceed the standards as listed on my job description.
- I will complete assignments and responsibilities in a timely and accurate manner adhering to policies and procedures.
- I will respond to communications in a timely manner.
- I will go out of my way to assist coworkers and patients outside of my assigned tasks.
- I will continue to learn the latest advancements in my field to enhance my skills and my ability to serve.
- I will read and be responsible for all information posted in my department that will impact my job.
- I will strive to do an excellent job the first time.
- I will remain conscious of the high cost of healthcare and optimize resources while delivering excellent service.

MISSION

To improve the health and well-being
of each person we serve.

VISION

To demonstrate the highest-quality,
best-value health care to all we serve.

VALUES

Patient-centered
Respect, caring and compassion
Teamwork and partnership
Continuous learning and improvement
Leadership

TEAMWORK

At Swedish/Edmonds teamwork represents the dedication and willingness of all staff working together to achieve our mission of high-quality and compassionate health care.

- I will view all co-workers as equally important members of Swedish/Edmonds and treat all with dignity, respect, and compassion.
- I will encourage teamwork by recognizing, praising and thanking my co-workers.
- I will report to work on time, be prepared for the work day and return from my breaks timely.
- I will contribute fully to my departments' goals, objectives and projects including attendance at staff meetings and employee forums.
- I will collaborate and communicate with employees throughout Swedish/Edmonds to ensure excellent service.
- I will support the training of co-workers and students by sharing my knowledge and expertise.
- I will identify and eliminate service problems.
- I will recognize coworkers needs for assistance and offer my help to complete the tasks.
- I will ask for assistance if unable to meet current workload.



SWEDISH

Edmonds

Standards of Excellence

PROFESSIONAL CONDUCT

Swedish/Edmonds team takes pride in demonstrating the highest degree of professionalism to our patients and customers. We create an environment with integrity and purpose.

- I will introduce myself with name and title.
- I will speak highly of Swedish/Edmonds and staff to everyone.
- I will hold the security, privacy and confidentiality of the patient with the utmost importance.
- I will have respectful interaction with patients, customers and co-workers.
- I will use phrases that customers love to hear such as; "How can I help you?" or "I will be happy to..." or "I have the time."
- I will be positive and approachable in all interactions and discourage criticizing, complaining and gossiping.
- I will always provide courteous service.
- I will refrain from loud talk and excessive noise as a quiet environment is important to heal, learn and work.
- I will acknowledge mistakes and actively seek resolutions.

EFFECTIVE COMMUNICATIONS

At Swedish/Edmonds we believe active communication is an essential building block to providing excellent patient care and customer satisfaction resulting in trusting relationships.

- I will focus on confidentiality and only speak about patient/customer with appropriate individuals.
- I will provide appropriate and complete information using designated communication tools, such as; HIPAA, AIDET and SBAR.
- I will be courteous, warm, and friendly at all times to everyone (staff, patients, families and physicians).
- I will use proper tone and body language to ensure my nonverbal communication is appropriate.
- I will answer the telephone by greeting the caller with the department and my name.
- I will follow guidelines related to response times for answering telephones, returning calls and responding to call lights.
- I will be proactive and address communication concerns before they become a problem.
- I will acknowledge and update customers waiting for service in a timely manner.

SAFETY

Every member of Swedish/Edmonds team is responsible for providing a safe environment for all.

- I will follow federal, state, JCAHO and OSHA policies and departmental safety procedures.
- I will be prepared for emergencies, know where to find safety information and know the correct actions to take.
- I will wear my ID badge above the waist line, clearly visible with photo ID facing outward while on campus.
- I will be aware of people without proper identification and notify security if necessary.
- I will take initiative to report and/or correct safety hazards in a timely and appropriate manner.
- I will utilize only approved and available safety devices.
- I will take ownership to keep the workplace neat, clean and efficient.
- I will take responsibility to ensure clean, safe public areas both inside and outside.

PROFESSIONAL APPEARANCE

At Swedish/Edmonds we will present the hospital and ourselves in positive ways that displays a professional appearance.

- I will adhere to the Grooming/Dress Code Standards as set forth by Swedish/Edmonds Policy and all department uniform codes.
- I will demonstrate good hygiene and project a neat, clean and professional appearance at all times.
- I will clean my work area before the end of the shift.
- I will keep patient rooms free of unnecessary equipment and uncluttered.



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