

Non-Employee Team Member Commitment to SERVE



At TriHealth, we believe there is no responsibility more important than to SERVE our patients, our communities and our fellow team members. As a volunteer, you're part of our team. The commitment that follows is your solemn promise to help us carry out our mission to improve the health of the people we serve:

I fully embrace TriHealth's vision to be the leading health care system in the region, and to be the place where people want to work, physicians want to practice, and most importantly where the community wants to go when they need the best quality, service, safety and value in healthcare.

I believe that by modeling The TriHealth Way of Leading, Serving and Delivering Care that I can make a difference in the lives of many. I am choosing to be committed and accountable to serve, excel, respect, value and engage by always adhering to the following behaviors:

I will always welcome everyone by making eye contact, greeting with a smile, and saying "hello".

I will always acknowledge when patients/guests are lost and escort them to their destination or find someone who can assist.

I will always refrain from using cell phones for personal reasons in public spaces or patient care areas.

I will always recognize and take action when a customer's expectations have not been met.

I will always offer patients and guests priority when waiting (lines, elevators).

I will always work on improving quality, safety, and service.

I will always respect cultural and spiritual differences and honor individual preferences.

I will always take personal responsibility to find a TriHealth team member who can address and recover from service breakdowns.

I will always respect everyone's opinion and contribution, regardless of title/role.

I will always speak positively about my team members and other departments in front of patients and guests.

I will always value the time of others by striving to be on time, prepared and actively participating.

I will always pick up trash, ensuring the physical environment is clean and safe.

I will always be a good steward of our resources, using supplies and equipment efficiently and effectively, and will look for ways to avoid waste.

I will always acknowledge wins and frequently thank team members and others for contributions.

I will always be courteous and compassionate with customers, team members and the community.

I know that it only takes one person to make a difference in the life of another, and from this day forward I am committed to being that person to our patients, to our community, and to my fellow team members. I am one part - a very important part - of TriHealth's mission to improve the health of the people we serve.

As a member of the TriHealth team, by signing this form, I acknowledge these expectations and am proud to say that **I will always SERVE.**

Print Name

Signature

Date