

My Commitment to Service Excellence

To be signed by Summa Team member at hire, training and annual reviews

At Summa Health System we recognize that a patient's experience must be supported by behaviors that demonstrate concern, courtesy and respect for all patients and family members as well as each other.

These standards of behavior are not only what we live by as we serve, but also are part of the measure of overall work performance for each individual working at Summa Health System. As a Summa Team Member, I commit to upholding this commitment to service excellence.

I will be patient/guest focused while always maintaining a safe environment. I will demonstrate this attitude and support it throughout my daily work as outlined in the Summa Guide to Service Excellence.

I will always make a positive impression while interacting with and supporting patients, guests and Summa Team Members. I will live by 'The Golden Rule' which is defined as treating each other as I would want my family to be treated.

I will practice the 4 C's in my daily work:

- Caring about the quality, safety and concern for all patients, guests and Summa Team Members
- Commitment to making all patients, guests and Summa Team Members as comfortable as possible
- Communicate in a timely and accurate manner
- Confidentiality for all patients, guests and Summa Team Members in all areas of the hospital and approach in my daily work

I will practice Professionalism and Excellence with a team-centered approach in my daily work:

- Communication
- Upon hearing a complaint/concern from a patient or guest, I will make every effort to correct the situation using the Service Recovery Heroes approach.

Print Your Name

Employee Number

Signature

Department

Date

