

# LEE MEMORIAL HEALTH SYSTEM BOARD OF DIRECTORS

## POLICY MANUAL

no. 10.02C

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category: General Operations

title: Lee Memorial Health System Values

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### PURPOSE:

To identify the Values of Lee Memorial Health System

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### POLICY:

The Values of Lee Memorial Health System shall be as follows:

#### VALUES

The organizational values of Lee Memorial Health System are derived from the needs of our customers:

Patients: That they receive improved outcomes in a caring and cost effective manner.

Physicians: That they have the support and facilities needed to practice the health arts.

Employees and Volunteers: That they have a stable environment where they can use their skills and talents as well as grow to their fullest potential.

The Community: That it has the finest facilities and health care team both for its treatment when ill and to assure its wellness.

As an organization, and as individuals, we pledge ourselves to the values of:

Honesty: Our dealings with our customers will always be based on truth and integrity.

Initiative: We will offer innovative and creative suggestions for better accomplishing our mission.

Respect: We will treat all customers with courtesy, dignity, and respect, giving careful consideration to the views, opinions, and feelings of others.

Resource Responsibility: We will make wise resource utilization decisions to help insure the financial stability and future strength of the organization through improved productivity and cost containment.

Compassion: We will deal with our customers and one another with empathy and enthusiasm.

Teamwork: We will work positively with other team members to provide the maximum benefit to our customer and the organization and assume responsibility for our individual and team performance.

Loyalty: We believe in and support our organization, its mission, and other team members.

Adaptability: We will maintain personal flexibility as needed to assure the best service to our customers.