

Exceptional | Honorable | Devoted | Reliable | Kind

LOVE

THE LOVE PROMISE

Living Our Values Everyday

EXCEPTIONAL

Uniquely strong and assured in providing excellent, innovative care

I PROMISE TO:

- Anticipate and respond promptly to needs.
- Go above and beyond my assigned duties.
- Provide explanations and offer alternatives in difficult situations.
- Demonstrate the competence my knowledge, skills and experience have given me.

DEVOTED

Committed to our organization, my profession, and the well-being of others

I PROMISE TO:

- Exhibit pride in Hancock Health and the communities we serve.
- Seek opportunities to expand my knowledge base.
- Ask for, openly receive, and provide constructive feedback for growth.

HONORABLE

Serving all with integrity, accountability, and respect

I PROMISE TO:

- Take responsibility for my own actions.
- Maintain truthfulness and honesty in all interactions.
- Promote an atmosphere of privacy, dignity and confidentiality.
- Constructively communicate to the appropriate person at the appropriate time.

RELIABLE

Consistently trustworthy and dependable

I PROMISE TO:

- Carry out my commitments with efficiency and professionalism.
- Actively collaborate to provide quality customer care and service.
- Be present and productive.

KIND

Genuinely caring about YOU

I PROMISE TO:

- Welcome everyone with a smile, attention, and warm greeting.
- Encourage a pleasant work environment.
- Recognize it can be difficult to be a patient, family member, and friend.
- Respect individual and cultural differences.

HRH HPN

Associate Name (please print)

Department

Associate Signature

Date