



Ten Principles provide a road map to achieving the goals of Methodist Excellence.

Attitude

A positive and cheerful attitude by employees is a reflection of the facility. When employees present a positive attitude, our customers will sense that quality care is not forced but is truly our mission.

Appearance

Methodist Healthcare is proud of the appearance of our facilities and the employees. A professional appearance is important as it assures a positive image of the individual, as well as the entire organization.

Communication

Communication skills are essential in the workplace. In a health care environment, communication is vital in providing quality patient care. Intra- and inter-departmental communication, as well as communicating with physicians and patients, are key to providing a consistent and effective continuum of care.

Compassionate Service

Health care is more than just a business; although the clinical and technical expertise we provide is exceptional, compassion and passion are vital ingredients in providing service and showing our customers we truly care.

Ownership/Pride

Every employee represents Methodist Healthcare in the eyes of our customers; therefore, it is essential that every member of the Methodist Healthcare team feel a sense of ownership and pride toward his or her job and the organization.

Privacy

Employees must be sensitive to the legal rights and emotional needs of privacy for patients, and conduct themselves in a professional manner that respects this aspect of the patient's overall well-being.

Safety

Each of us has a responsibility in ensuring the safety of our patients, our physicians, our co-workers, our visitors and ourselves.

Teamwork/Commitment to Co-Workers

At Methodist Healthcare, we are all linked together by a common purpose, which is to serve our patients and community. We believe, through teamwork, we can produce better results collectively than we would as individuals.

Fun

Methodist Healthcare promotes an environment of employee fellowship. Employees need to know that laughter and enjoying one's job make for a positive workplace.

Accountability

Accountability is the foundation of Methodist Excellence. The building blocks of Accountability involve personal responsibility for job actions and performance; complete understanding of job responsibilities, and adherence to all Methodist Healthcare policies and procedures.