

Aspirus Behaviors of Excellence

As an associate of Aspirus, I am committed to living our values every day. In honor of our values, I pledge to follow our Behaviors of Excellence in all that I do to ensure that Aspirus is the best place for patients to heal, physicians to practice and associates to work. I will always...

Be Compassionate

- Greet all internal and external customers with eye contact, and/or a gesture of acknowledgment.
- Introduce myself and explain the care or service I provide.
- Escort customers to their destination. If I am unable to escort the customer I will find someone who can.
- Truly listen to customers so I can anticipate, respond and exceed their needs with kindness, patience and respect.
- Demonstrate respect for cultural, spiritual, and personal differences by creating an environment of professionalism, compassion and healing.
- Advocate for the customer.

Be Excellent

- Wear professional attire and position my name badge where it can be easily seen.
- Create positive first and last impressions.
- Promote a caring, healing environment for all by keeping my work areas clean, safe, calm and quiet.
- Communicate in ways that are understandable to the customer by avoiding technical jargon and confirming understanding.
- Create, innovate, and embrace change.
- Do everything to the best of my ability to promote the highest quality health care outcomes.

Be Committed to Integrity

- Acknowledge and respond to all forms of communication in a timely manner.
- Respect confidentiality and privacy.
- Be dependable and follow through on commitments to patients, colleagues and myself.
- Realize that I represent Aspirus and strive to do so positively in and out of the workplace.
- Resolve conflicts promptly and respectfully, avoiding blame and gossip.
- Prevent personal distractions from interfering with my ability to serve my customers.
- Apologize for problems and inconveniences without becoming defensive, making excuses or blaming others.
- Implement standards of care and hold others accountable to them.

Be Collaborative

- Contribute to department, site and organizational goals.
- Recognize that I provide value to my patients, colleagues and myself when I function as a collaborative team member.
- Demonstrate appreciation with “thank you”, initiate requests with “please”, and recognize the contributions of others.
- Take action to address issues. If I cannot help, I will find someone who can.
- Recognize that every member of the organization has a valuable contribution to make to the relationship established with patients and families.
- Communicate effectively with patients and staff to facilitate the seamless delivery of care.
- Partner with others to coordinate care and provide exceptional customer service.
- Speak positively of my colleagues to all customers, and take a stand for my team’s success.

Be Fiscally Accountable

- Take ownership for the financial health of the organization by using time, supplies and equipment efficiently.
- Initiate, implement and support cost savings measures.
- Recognize that customer loyalty helps us achieve operational and fiscal success.