



With our organizational goal of *Exceptional Care... Always*, I commit to the following:

1. I understand and accept that **Quality Patient/Resident Centered Care** is the end result of effective Teamwork.
2. I understand our continued existence is dependent upon our ability to provide **safe, compassionate care** that meets and exceeds the patient's/resident's needs.
3. I will listen, be **courteous, respectful and show compassion** to patient/resident and their loved ones needs at every encounter. They are our priority and meeting their needs is not an interruption in my day.
4. I understand and accept that Patient/Resident Centered Care requires **staff's immediate response** to needs and concerns until appropriately resolved.
5. I understand and accept that I am **accountable and responsible** to perform my clinical and/or non-clinical duties to the best of my ability in order to provide high quality services where the first and primary focus is our patients and residents.
6. I understand and accept that Patient/Resident Centered care **requires a continuous review** of department and organizational processes such as staffing, scheduling, policy and procedures, ensuring that we are meeting the patients/resident's needs.