

**Lincoln Medical Center
Service Commitment Statement**

Lincoln Medical Center is an organization committed to values reflected in all contacts within the hospital community and the extended community. **S.E.R.V.E.** values are the medical center's commitment and key to success. To partner with LMC, a personal commitment to our beliefs of service, excellence, respect, value and enthusiasm is required.

- SERVICE** To promptly respond to opportunities that meet the needs of our patients, medical staff, our community and one another.
- Placing patient needs first
 - Customer satisfaction comes from understanding, dedicating to, and effectively meeting the customer's needs
 - Continuing in a leadership role to effectively impact and meet the needs in the community
- EXCELLENCE** To constantly strive for the highest quality in everything we do. We commit to excellence that is exemplified by:
- A cooperative spirit and willingness to work together
 - The belief that every job is important
 - Continuous improvement as a staff/organization
 - Striving to be the best
- RESPECT** To display a regard for life, dignity, diversity, and individuality of those served and those serving.
- Esteeming each individual with human dignity and compassion, and as unique and important
 - Respecting the patient's support systems and relationships between patients/family
 - Listening, being fair, and developing trust.
- VALUE** To innovatively and effectively utilize resources to achieve outcomes of genuine worth, integrity, a reflection of good stewardship, and an appreciation of all customers.
- Providing high quality services with available resources in the facility environs
 - Helping each partner to be successful
 - Promptly acknowledging and recognizing success
 - Receiving support during special life events
- ENTHUSIASM** To reflect a spirit of joy and positive feelings in our daily appearance, work and words.
- Focusing on quality and professionalism
 - Displaying optimism
 - Showing a positive attitude in all personal interactions
 - Being receptive and responsive

As a potential member of the LMC family, I commit to the beliefs of service, excellence, respect, value, and enthusiasm.

Name

Date