



It is a special privilege to serve others as an EIRMC employee. *Improving the lives of those we touch: that's our mandate. Those we touch* means our patients, their loved ones, our physicians, our fellow employees, our leaders, and our community.

Because I am EIRMC, I make a passionate and revolutionary commitment to these values and associated behaviors. As a team, this is our rally cry. As an individual, it is my promise.



Accountability

- ✦ I will act like an owner.
- ✦ I will pull my weight.
- ✦ I will be fully accountable for everything I do and say.
- ✦ The problem is mine until it is solved.
- ✦ I will appropriately hold others accountable.

Integrity

- ✦ I will be open, honest and appropriate in all communications.
- ✦ I will "take the mail" to the right address, not discussing it with everyone along the way.
- ✦ I will follow through on commitments, large and small.
- ✦ I will speak up, sharing my ideas and concerns. Once a decision has been made, even though I may not agree, I will support it.

Respect

- ✦ I will bring a positive attitude to work.
- ✦ I will be on time.
- ✦ Patients and physicians are why I have a job. They are not inconveniences or distractions. I will make the time, and cheerfully spend it on them. I will consistently surprise them by exceeding their expectations.
- ✦ I will show humility for the role I play in the lives of others.
- ✦ All work has dignity. I will appreciate and respect what each EIRMC employee does.
- ✦ I will respect the ways others are different from me, knowing that from the richness of us all, we are unstoppable.
- ✦ Everyone I come into contact with will know that I truly care.

Quality

- ✦ I will anticipate the needs of those I serve.
- ✦ I will crave both new knowledge and new experiences.
- ✦ Every day, by delivering my very best, my work will make a difference.
- ✦ When identifying a problem, I will also identify potential solutions.
- ✦ I will constantly look for ways to turn "good enough" into "even better."

Loyalty

- ✦ I will build teamwork by being a good team member, and I will not back-bite or pot-stir.
- ✦ I will be loyal to our leaders and support their decisions.
- ✦ As an ambassador, I will promote and defend EIRMC in all settings.

Enjoyment

- ✦ Humor and laughter – but never at another's expense or discomfort – will be a daily part of my work.
- ✦ I will greet, smile and welcome each person I encounter.
- ✦ Not only will others see my smile, they will hear it in my voice.