



C.A.R.E.S. Service Excellence Standards and Behaviors

These guidelines help us to create a healing environment for patients and colleagues alike. By committing to them and holding ourselves and others accountable, we can build trust and ensure clear communications.

COMMUNICATION

- Smile, make eye contact, and greet others with my name and role
- Communicate with sincerity, honesty, and respect
- Welcome the views of others and encourage feedback, questions, and open dialogue
- Assist others to understand and solve their problems
- Be collaborative

ACCOUNTABILITY

- Take ownership in delivering excellent service at all times
- Create a warm and caring first impression
- Follow procedures, policies, and guidelines
- Be mindful of conserving resources
- Take responsibility for my actions and demeanor and follow through with commitments
- Act professionally with everyone—patients, colleagues, vendors, clinicians
- Care for myself so that I can best care for others.

RESPECT

- Contribute to discussions and support organizational decisions.
- Actively listen and speak clearly without judgment to others
- Demonstrate my pride of ownership by showing warmth and concern, and follow through with commitments

- Not engage in negative behaviors including gossip, undermining others, and infighting
- Ask others how I can best support them
- Speak positively about MarinHealth and your colleagues
- Respect privacy and confidentiality at all times

EXCELLENCE

- Take ownership to consistently improve processes within my role, my department/clinic, service area, and throughout MarinHealth®
- Strive every day to offer my best and to improve myself and my work output
- Apply best practices to guide timelines, expectations, and priorities.
- Embrace change and offer suggestions for problem resolution
- Recognize others for outstanding performance

SAFETY

- Take pride in my environment by maintaining safe and clean surroundings
- Work safely and create the best environment for the delivery of quality patient care
- Embrace opportunities to learn from mistakes
- Speak up for safety