

SIH Commitment to Care

The commitments below are the behaviors expected from all SIH employees, as part of their overall work performance, in order to deliver excellence. These behaviors align with the SIH mission, vision and values that are the foundation of our organization, guiding us to create a culture unified by our Commitment to Care.

01. Commitment to Deliver Positive Patient and Colleague Experiences

We are committed to providing the highest quality of service and utmost care because everyone deserves to be treated with respect and compassion.

- » I will be considerate and listen carefully to everyone.
- » I will use common courtesy and act with compassion to acknowledge the discomfort (anxiety, fear, stress, uncertainty, pain) of others.
- » I will withhold judgment and display sensitivity and respect for others' cultures or traditions, including race, nationality, appearance, beliefs, gender, age, disability, sexual orientation, religion, education or socioeconomic status.

02. Commitment to Support a Collaborative, Inclusive Community

We believe that leadership is within each of us and that each person may work in a different way; therefore, open and honest communication with each other is critical to our success. We value the dignity and unique strengths of each person.

- » I will respect everyone regardless of job title, expertise, level of education or certification and/or any other differences that may exist between us.
- » I will accept responsibility for establishing and maintaining healthy interpersonal relationships with everyone. I will talk to a co-worker promptly if I am having an issue with them and work toward a respectful resolution.

03. Commitment to Build Trust

It is our responsibility to earn the trust of our patients, guests, co-workers, and community.

- » I will speak positively and use discretion when discussing my work in public.
- » I will keep my commitments and be honest in all interactions.
- » I will practice integrity and maintain confidentiality as outlined by our policy and procedures.

04. Commitment to Embrace my Personal Responsibility

We recognize a sense of ownership toward our job and accept responsibility for our work performance. Our culture recognizes success through collaboration and individual accountability.

- » I will speak up as appropriate when I see room for improvement in our processes, behaviors or approach without placing blame or fearing retribution and seek to offer possible solutions to problems.
- » I will take the time to keep up with communications from SIH and apply this information to my work.
- » I will do my part to ensure a safe environment free of physical and emotional harm.
- » I will adhere to organizational and departmental policies.
- » I will strive to do every job right the first time.
- » I will work with my team to ensure that our priorities and tasks are aligned with the organization's goals and that these jobs are completed in a timely manner.

SIH is a mission-driven organization which strives to create a strong culture of compassionate care, safety and quality that embodies our core values:

Mission

We are dedicated to improving the health and well-being of all of the people in the communities we serve.

Vision

Creating a healthy Southern Illinois made stronger by acts of caring that transform lives

Values

Respect	Stewardship
Integrity	Quality
Compassion	Accountability
Collaboration	

