



WESTON  
COUNTY  
HEALTH  
SERVICES

## ***Mission***

*WCHS is a rural healthcare provider of accessible, quality, and compassionate care.*

## ***Vision***

*To provide quality healthcare in a caring environment to improve the health of our community.*

# **Service Excellence Standards**

## **COMPASSION**

**I am committed to show concern and compassion to others. This includes being in the moment with each customer. Focusing on their needs, and demonstrating that I can. I will listen and respond with empathy.**

## **RESPECT**

**I am committed to respecting others and myself. I will strive to treat coworkers and customers with dignity, the way I want to be treated. I will be sure that private, personal information is kept confidential.**

## **ATTITUDE**

**I am committed to projecting a positive “can” attitude. I will take pride in the organization. I will smile, address and make eye contact with others and offer assistance if needed. I will be open to and encourage feedback from our patients, family, staff and community with the goal of continuous quality improvement.**

## **FAIRNESS**

**I am committed to making decisions in an impartial and objective manner, free from conflicts of interest, favoritism, and prejudices.**

## **RESPONSIBILITY**

**I am committed to accepting responsibility and accountability for my actions. I will take ownership for the decisions I make, or fail to make, as well as the consequences, whether they are good or bad. I will strive to anticipate the needs of others, explain to them what they need to know in language they understand and apologize for delays.**

## **PROFESSIONALISM**

**I am committed to conducting myself in a manner that communicates a dedication to quality and high standards. This includes maintaining the skill, good judgment, and behavior that is expected from a person who is trained to do a job well.**

## **HONESTY**

**I am committed to acting in a truthful manner. I will display integrity and trustworthiness to support confidence in our services.**