



VALUE STATEMENT AND SERVICE EXCELLENCE COMMITMENT

ARMC Health Care is committed to providing our community with the best and most current health-care, delivered by compassionate, highly-qualified and respectful caregivers. If selected as an ARMC Health Care employee, you would be expected to uphold our high standards of service excellence and our values by incorporating them into your daily work routine. These values include:

Excellence: Providing services in a superior fashion and with the highest integrity, continuously making improvements to these services and exceeding the highest expectations of those we serve.

Compassion: Maintaining an awareness of and responsiveness to the physical, emotional, spiritual and intellectual needs of others. Each interaction exhibits a courteous, friendly, helpful and considerate approach ensuring the dignity and respect of each individual.

Integrity: Performing activities that are morally right and good, being honest in our manner of conduct with our patients, our business clients, and one another.

Efficiency: Conducting daily activities in the most competent, responsive, productive and cost effective manner.

Creativity: Looking for new and different ways to serve the community as we anticipate and adapt to our changing environment.

Leadership: Seeking opportunities and taking the initiative to work in and with the community to enhance our relationships, to promote mutual understanding, and to further our mission.

To assure that each patient, family member, visitor and coworker experiences the best of ARMC Health Care we ask each physician, administrator, staff member, contracted staff, and volunteer to become familiar with and to uphold these values and service excellence standards. Signing the statement below indicates that you have viewed the Service Excellence Video and that you have read, fully understand and agree to the above listed value statements.

As a potential ARMC Health Care employee, I am willing to incorporate the above listed values into my daily activities and provide the highest level of service excellence in all my interactions.

Signature: _____ Date: _____