

Colorado Plains Medical Center (CPMC) is committed to provide the best care possible to our community. To achieve this, we have created a set of employee standards that we feel clarifies our expectations and outlines qualities that will make us stand out as stellar performers in the field of healthcare. By signing this document, you are making a pledge to CPMC employees, hospital personnel, and those you will come into contact with at our facility to contribute to our service-oriented culture and to honor these standards as a condition of employment. *(Please print, sign, and send with application).*

COLORADO PLAINS MEDICAL CENTER EMPLOYEE STANDARDS

DELIVERING HIGH QUALITY PATIENT CARE

1. We commit to improving communication with our patients by listening to patient concerns and explaining all treatments, procedures and medications.
2. We commit to improving pain management for our patients by assessing pain, teaching pain control measures and managing pain in a timely manner.
3. We commit to addressing the personal needs of our patients by respecting each patient's individual beliefs and by using the following script, "Is there anything else I can do for you before I leave? I have time," after patient encounters.
4. We commit to answering call lights or phone calls from patients as promptly as we are able to.

SUPPORTING PHYSICIANS

1. We commit to having all pertinent information available prior to contacting the physician regarding patient care issues.
2. We commit to being supportive of our physicians regardless of our personal opinions. If asked for a referral, we will use the following scripting, "All of our physicians at CPMC do a great job and I can give you the names and specialties of physicians available, but am not allowed to make specific recommendations."
3. We commit to being respectful of all physicians.
4. We commit to appreciating our physicians by thanking them for the great care they provide our patients.

CREATING EXCELLENT WORKPLACES FOR OUR EMPLOYEES

1. We commit to being responsible to our team to help CPMC become an employer of choice by helping employees feel they are making a difference by doing worthwhile, purposeful work.
2. We commit to treating every co-worker with respect, acknowledging that we are all professionals in our own individual area of expertise.
3. We commit to eliminating the we/they attitude and commit to being supportive of fellow employees by offering help whenever possible and setting an example of what is expected in the work place.
4. We commit to recognizing and rewarding success by managing up a fellow employee who has gone above and beyond or has been consistent in setting a positive example.

STRENGTHENING THE HOSPITAL'S ROLE IN THE COMMUNITY

1. We commit to supporting off campus hospital services by assisting with staffing, equipment and supplies when requested in order to ensure their success.
2. We commit to being positive about our hospital while we are in our community by using the following script, "We work for the best organization in the county and our employees strive to provide excellent patient care."
3. We commit to taking an active part, as an individual or in a group, in making our community aware of the quality and type of services available at CPMC.
4. We commit to taking an active part in our community as our free time allows.

ENSURING FISCAL RESPONSIBILITY

1. We commit to being good stewards of our time while on the clock.
2. We commit to minimal use of work time for personal business, including personal use of cell phones.
3. We commit to being as accurate as we can with tracking and entering patient charges.
4. We commit to using supplies appropriately with as little waste as possible.

Should I be offered and accept a position of employment with Colorado Plains Medical Center, I agree to honor and practice the above listed standards as a condition of employment. By signing this document, I understand that this, in no way, will constitute an offer of employment or a contract of employment.

Signature of Applicant

Date Signed