

These standards of behavior emphasize the beliefs and attitudes which govern the operations of the Wesley family and provide a framework for each of us to support high-quality and safe care for every patient, every time.



## **WE PLEDGE TO UPHOLD THESE STANDARDS AND CREATE A CULTURE OF ALWAYS.**

### **FAMILY**

We believe in teamwork. We value the participative process and consensus building. It is through cooperation that our greatest successes will be delivered.

### **OWNERSHIP**

We believe in valuing one another. We will hold our colleagues and ourselves accountable by preventing errors through engagement, communication and collaboration. If we see one of our co-workers not adhering to our standards, it is our duty to address the inappropriate behavior with that individual regardless of title.

### **COMMUNICATION**

We believe in open communication. We use the most appropriate way to communicate while using discretion and respect when disseminating information.

### **UNFORGETTABLE EXPERIENCE**

We believe all our customers are unique and special. We believe that all patients, co-workers, physicians and other customers deserve fair treatment and respect. We are all representing the face of Wesley, and first impressions are important.

### **SAFETY**

We believe in preserving a quality, caring, organizational environment. Each of us will take responsibility for continuously improving the quality of care and service we provide.



**Wesley**  
Medical Center

**Galichia**  
Heart Hospital

**Wesley**  
West ER & WesleyCare