

## South Jordan Surgical Services

### Professional Expectations South Jordan Surgical Services Guidelines

#### Purpose

To clearly define the professional accountabilities of all South Jordan Surgical Services employees.

#### Department Vision

- To be the surgical provider of choice for patients and physicians in the South Salt Lake area through clinical and customer service excellence.
  - To be the provider of choice for our patients and physicians, our team strives for these four things:
    - **Teamwork**—Aircraft Carrier.
    - **Safety**—Our goal is to have a perfect safety record.
    - **Efficiency**—We refine our processes to be safe, cost effective, and patient/physician friendly.
    - **Customer service**—We strive to exceed the customers’ expectations. “Treat our patients like family.”
  - *I want every person in the community to have absolute confidence in the surgical care that they will receive at South Jordan Health Center. Our team strives to give our patients our best work every day because we live in this community, this is our communities’ Operating Room, and we have pride in our work.*

#### Department Values

- **Accountability**
  - I will set the bar high and we will perform to that level. Do your job without having to be asked. Seek to find a better way to do things.
- **Trust**
  - Trust is given. I have your back. We have each other’s back.
- **Mutual respect**
  - We live the Golden rule with each other. The consequences of not living this equates to poor morale and poor patient perceptions.
- **Openness**
  - As a team, be open with me & each other. Instead of complaining, offer solutions and feedback.
- **Employee Engagement**
  - We are owners of the Operating Room. Renters and squatters don’t belong.

**Department Motto:**

- “Proceed without delay”
  - We sprint to the ball to earn the confidence and trust of our community, patients, and physicians.

**Department Expectations:**

- “No job is above or beneath anyone” to help our center meet our goals of safety, efficiency, teamwork, & customer service.
- We work together, not against each other. No surprises. Keep me informed of matters that have potential to blow up. If you make a mistake, let’s learn from it and move on.
- Work as a team. Hold each other accountable. Be proactive, tactful, respectful, and receptive to constructive feedback.
- If you run out of things to do, seek opportunities to help your co-workers.
- Professionalism: I challenge each of you to better yourself and seek educational opportunities to improve your knowledge so that we are giving our patients the best care.
- Seek to find a better way we can do things. Continuously improve our processes.
- Be open with me. Tell me when you are frustrated. Bring solutions with your complaints. Don’t complain to complain, which drags the department down. Be a part of the solution.
- Bad attitudes need to be left at the front door. They don’t belong here.
- The patient’s needs always come first.
- Backbiting is prohibited. You will be held accountable for this.
- Physicians are our customers too, thank them for their services.