



Our Mission, Vision and Values

Mission

Wheaton Franciscan Healthcare is committed to living out the healing ministry of Jesus by providing exceptional and compassionate health care service that promotes the dignity and well being of the people we serve.

Vision

Our health ministries will be recognized in each community we serve for superior and compassionate patient service, clinical excellence, as the health care employer of choice, and the preferred partner of physicians.

Values:

- Respect

We value each person as sacred, created in the image and likeness of God, which gives worth and meaning to each person's life.

- Integrity

We value honesty and words and actions that build trust.

- Development

We value personal and professional growth that combines the physical, emotional, spiritual, and relational aspects of life and work.

- Excellence

We value superior performance in our work and service.

- Stewardship

We value our responsibility to use human, financial and natural resources entrusted to us for the common good, with special concern for those who are poor.

Our Commitment to Service Excellence

There is no better way to put our Values into action than by providing compassionate and excellent service to those we serve. Our patients and visitors deserve a welcoming, supportive environment—the same kind of environment where we want to work and physicians want to practice. Service excellence is about treating every interaction as if it's the most important of the day. Helping people to know what's happening and why. Going the extra mile to exceed expectations.

Our Values call us to do just that.

Our Values in Action

Respect

We value each person as sacred, created in the image and likeness of God, which gives worth and meaning to each person's life.



The Value of RESPECT requires us to:

- Promote the sacredness of life from conception through death.
- Treat all people with dignity, respect and compassion.
- Honor diversity in practices of faith, traditions and culture.
- Recognize the good work and accomplishments of others.

- Invite and acknowledge concerns, suggestions and opinions of others.
- When appropriate, involve people in decisions that affect them.
- Protect personal and professional privacy and confidentiality.

Our Value of Respect calls us to do and say things that make those we serve feel welcome and comfortable. At Wheaton Franciscan Healthcare, we welcome each person with compassion and a caring heart. We celebrate individuality and strive to create an environment which reflects our Mission and Values.

Here is how each of us can demonstrate our Value of RESPECT:

- Greet people with a smile, make eye contact, and call them by name. If I don't know someone's name, I introduce myself and ask how the person would like to be addressed.
- Assist others in finding their way around the organization. I take them to their destination or find someone who can.
- Maintain the privacy of our patients by knocking before I enter a patient's room, closing curtains and doors when I leave, and making sure patients are fully covered when moving or transporting them.
- Answer the telephone with a pleasant greeting, including my name and department. I ask for permission to place the caller on hold; and I make sure the caller reaches someone when a call is transferred.
- Explain to those I serve what I am doing and why. Ask them if they have any questions or concerns, and respond in a caring, unhurried manner.
- Involve patients in their plan of care and ensure that the information I give them is thorough and individualized to their needs.
- Wear my ID badge at all times, and maintain a neat and clean appearance.

Integrity

We value honesty in words and actions that build trust.

The Value of INTEGRITY requires us to:

- Support in speech and actions our organizational beliefs as a ministry of the Catholic Church.
- Reflect on our Mission, Vision and Values when making decisions.
- Understand and follow all laws, regulations and policies that apply to our work.
- Place organizational success above personal gain.
- Communicate truthfully and expect others to do the same.
- Identify and resolve difficult issues.



Our Value of Integrity calls us to do and say the things that make those we serve feel confident in our professionalism and our ability to meet their needs. We are thoughtful, genuine and confidential in our relationships and interactions with patients, families and other visitors, physicians, and co-workers. We always do what is right for the patient and each other, and we are proud to represent Wheaton Franciscan Healthcare.

Here is how each of us can demonstrate our Value of INTEGRITY:

- I do not talk about patients where others can hear me.
- Listen to those I serve without becoming defensive or making excuses.
- Apologize for problems and inconveniences without placing blame.
- Work to resolve complaints quickly, creating an environment that makes it easy for those we serve to express concerns.
- Speak highly of my organization and co-workers. When I have concerns, I express them constructively.

Development

We value personal and professional growth that combines the physical, emotional, spiritual, and relational aspects of life and work.



The Value of DEVELOPMENT requires us to:

- Understand how our Mission, Vision and Values apply to our work.
- Begin meetings and events with a spiritual reflection.
- Seek out and participate in opportunities for development.
- View change as opportunity.
- Accept and offer feedback that promotes respect and leads to development.
- Organize work to maintain balance in our lives.
- Seek out education and training to build job skills.

Our Value of Development calls us to do and say the things that will help those we serve know that we are committed to understanding their needs and continually improving our service to them. Annually, each of us sets clear goals benefiting the organization and ourselves. We work individually and collectively to implement plans to meet those goals.

Here is how each of us can demonstrate our Value of DEVELOPMENT:

- Strive to learn more about those who speak different languages and come from different racial, cultural, religious, and economic backgrounds.
- Ask those I serve about their religious and cultural practices and work to accommodate their requests.
- Do not use confusing medical jargon or acronyms when I speak with those I serve.
- Anticipate the needs of others, offer assistance as needed without being asked. I take action whenever someone has received less than excellent service.
- Ask for and act on feedback from my co-workers and supervisor to help me improve my service.
- Accept my responsibility for supporting and creating a culture of service excellence.

Excellence

We value superior performance in our work and service.



The Value of Excellence requires us to:

- Exceed the expectations of those we serve.
- Strive to exceed the requirements of our jobs.
- Focus our work on efforts that lead to achieving organizational priorities.
- Seek to continuously improve the way we do work.
- Address challenges and opportunities quickly and creatively.
- Balance multiple and often competing priorities.
- Work with others in the spirit of teamwork.
- Use best practices to help the organization achieve its goals.
- Make informed decisions, considering both short and long-term implications.
- Evaluate plans, meetings, work processes, and behaviors based on expected outcomes.

Our Value of Excellence calls us to do and say the things that will help those we serve understand that we do everything we can to provide them excellent service. We strive to exceed expectations by going beyond the minimum required of us.

Here is how each of us can demonstrate our Value of EXCELLENCE:

- Do what is needed to be sure that my patients experience great teamwork among their doctors, nurses and staff members.

- Recognize my co-workers for providing excellent service.
- Routinely ask patients what I can do to make them more comfortable.
- If a patient complains of pain, take action or notify the appropriate member of the care team so that there is no delay in responding to the patient's need.
- Always ask those I serve if there is anything else I can do for them.
- Know that serving others is the reason we are here, so I remember to say "thank you."

Stewardship

We value our responsibility to use human, financial and natural resources entrusted to us for the common good, with special concern for those who are poor.



The Value of Stewardship requires us to:

- Carry out our work responsibilities to support strategic and financial objectives.
- Be accountable for the successful completion of our work.
- Advocate for public policy that provides basic services for those who have limited resources.
- Seek out opportunities to contribute our resources of time, services or money to help those in need.
- Make decisions about our time and work resources that avoid waste and duplication.
- Conserve natural and environmental resources.
- Maintain health, safety and security in the workplace.

Our Value of Stewardship calls us to do and say the things that will help those we serve know we care about their environment. We make stewardship of resources a priority, avoiding wasteful or excessive use of organizational resources, or using company resources for our own personal needs.

Here is how each of us can demonstrate our Value of STEWARDSHIP:

- Be respectful of others' time by being on time for appointments and meetings. If I am delayed, I notify those waiting.
- Pick up litter and debris that I come across in hallways, work areas, patient care areas, and meeting rooms.
- When I see something that needs attention such as a burned out light bulb or a spill, I notify environmental services.
- Maintain a safe environment by keeping locked doors locked, making sure visitors wear their visitor badges, and calling upon security to help keep our work environment safe.
- Park only in designated areas.
- Recycle whenever possible and encourage others to do so as well.