



Institutional Handbook of Operating Procedures (IHOP)

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| Section: | 1 – Official Governance | | First Release Date: 05/31/2005 | |
| Policy Name: | 01.01.01 Mission Vision and Values | | | |
| Revision Author: | Office of the President | | Reviewed Date: 12/3/2014 | <input type="checkbox"/> Without Changes <input checked="" type="checkbox"/> With Changes |
| Original Author: | Policy Coordinator | | | |
| Approving Body: | Dates of Approval: | | | |
| Executive Cabinet | 12/17/2014 | | | |
| President | 12/3/20014 | | | |
| Legal Affairs | 12/16/2014 | | Next Review Date: 08/01/2017 | |
| Scope: | This policy applies to all UTHSCT staff. | | | |
| Purpose: | To establish the Mission, Vision and Values of UTHSCT. | | | |

Policy:

Mission: *To serve Northeast Texas and beyond through excellent patient care and community health comprehensive education and innovative research.*

Vision: *We will be a great institution, unified in common purpose, to benefit human health and to improve quality of life.*

Values:

SERVANT LEADERSHIP: *Individual provides excellent care to patients, clients, visitors and co-workers. Individual treats everyone with respect and puts the needs of patients, visitors, clients and co-workers first.*

- Individual treats patients and visitors with respect as guests in our facility.
- Individual provides assistance and/or direction to customers whenever it is needed.
- Individual is selfless in his/her desire to put the needs of the customer first
- Individual treats supervisors and members of the management team with the same respect that he/she expects from them.
- Individual answers and talks on the telephone in a friendly, professional and helpful manner.
- Individual demonstrates concern for the rights, privacy and feelings of patients, guests and co-workers.
- Individual's working relationships and personal conduct with fellow individuals, supervisors and guest meets department standards
- Individual works collaboratively with fellow team members, supervisors and other departments to ensure the highest quality of patient care, education and community service possible.
- Individual communicates effectively both verbally and in writing.

ACCOUNTABILITY: *Individual uses the resources of UTHSCT wisely.*

- Individual adheres to departmental and Health Science Center internal controls.
- Individual's work practices reflect effective and efficient use of time and material resources.
- Individual follows and maintains high ethical standards, compliance and timeliness with the Codes of Conduct, including the Health Science Center's Fraud and HIPAA policies; administrative directives, interoffice memoranda, training requirements and supervisor's instructions.



DIVERSITY: Individual respects and appreciates diversity in ideas, people and cultures.

- Individual honors the dignity, worth and right of confidentiality of each person with whom he/she works and serves.
- Individual contributes ideas and suggestions to improve the quality of services available in the department and the Health Science Center.
- Individual displays a personal interest in, as well as respect, consideration and appreciation for all fellow individuals.

EXCELLENCE: Individual works every day to improve UTHSCT and the job he/she does:

- Individual is an advocate and a positive role model of the Health Science Center.
- Individual interacts with others in a business-like, professional manner.
- Individual accepts responsibility as a change-agent for improvements in the Health Science Center's service capabilities and working environment.
- Individual shows pride, interest and enthusiasm in his/her work.