

STAR STANDARDS

EVERY ENCOUNTER, EVERY PERSON, EVERY TIME.

HAMH/WE promotes our commitment to every person based on these Star Standards.



These standards of behavior were developed to reflect Hayward Area Memorial Hospital and Water's Edge commitment to excellence. All employees will commit to practice the Star Standards in order to provide a positive work environment and excellent healthcare for our community.

SERVICE

* I will provide *professional, quality* service while maintaining *privacy* and *confidentiality* and using my *critical thinking* skills.

TEAMWORK

* I will be a *positive, flexible* team member and *communicate* effectively and appropriately. I will demonstrate *competency* using my knowledge, skills and abilities.

ACCOUNTABILITY

* I will be *reliable* and *dedicated* in my profession to our organization while maintaining *integrity*. I will work to ensure the *safety* of those around me.

RESPECT

* I will be respectful of all *patients, residents, tenants, visitors* and *co-workers*.