

COMMITMENT TO QUALITY

My pledge to Methodist Healthcare Ministries of South Texas, Inc. and its patients/clients:

I promise to provide care and support that is safe, evidence-based, timely and efficient. I agree to minimize risks and errors in the workplace by following Methodist Healthcare Ministries' policies and procedures, participating in safety and quality learning opportunities, and identifying opportunities for improvement in my department. I understand that reporting incidents and expressing concerns about my work environment is a non-punitive action and it is highly valued by Methodist Healthcare Ministries' leadership.

I am committed to:

1. **EVIDENCE-BASED CARE** by providing treatment and services that are evidence-based, current and effective.
2. **PERFORMANCE MEASUREMENT** by continuously collecting, analyzing, reporting and evaluating measurement data to improve all areas of care and services.
3. **EXCELLENCE** by abiding by Methodist Healthcare Ministries' Core Values: Integrity; making a difference; teamwork; compassion; and spirituality.
4. **EQUITABLE CARE AND SERVICES** by providing care and services that do not vary in quality because of personal characteristics such as gender, ethnicity, geographic location or socioeconomic status.
5. **HIGH ETHICAL STANDARDS** by acting in an honest and trustworthy manner in all interactions, consistently choosing to do the right thing, and always striving to better the organization and myself.
6. **FOSTERING A SAFE ENVIRONMENT** by identifying safety hazards and acting to reduce threats to patient/client and team member safety.
7. **RESPECTING PATIENTS'/CLIENTS' AND TEAM MEMBERS'** needs, ideas and work.
8. **PROVIDING TIMELY SERVICES** to Methodist Healthcare Ministries' patients/clients and team members.
9. **CUSTOMER-FOCUSED SERVICE** through the understanding that decisions are made with our patients'/clients' and team members' needs at the forefront.
10. **BEING A GOOD STEWARD** of Methodist Healthcare Ministries' budget and resources.

My signature represents my pledge to Methodist Healthcare Ministries' commitment to quality and safety.

Team member signature: _____ Date: _____

Please keep a copy of this commitment to serve as a reminder of your pledge and the tenets of quality at Methodist Healthcare Ministries. A copy of your signed commitment should be provided to your supervisor/manager to file with Human Resources.



"Serving Humanity to Honor God"