



LEGACY HEALTH SYSTEM
Preferred Employee Profile
EXPECTATIONS FOR LEGACY EMPLOYEES

Skilled and committed employees are critical to our success as an organization. That's why Legacy has such high expectations of all employees. Specifically, Legacy expects all employees to act consistently with our core values (i.e., social responsibility; clinical quality and patient safety; service excellence; and community leadership) and be:

ETHICAL. Meets a high standard of conduct, honesty, and integrity in all situations. Acts responsibly with sensitive and classified information. Respects patients' and co-workers' rights to confidentiality. Complies with all legal and regulatory compliance standards.

CUSTOMER FOCUSED. Meets or exceeds internal and external customers' expectations and needs. Puts patients and their families at the center of all work activities. Takes time to ensure Legacy's customers feel valued. Responds positively and constructively to customer complaints.

A TEAM PLAYER. Gains teammates' trust and support. Respects diverse backgrounds, views, and opinions. Identifies, surfaces, and resolves conflicts in order to build productive relationships.

RESPECTFUL OF OTHERS. Puts others at ease by being professional, warm, pleasant, and kind. Strives to get along with others. Is sensitive and attentive to others' needs, backgrounds, preferences, and styles. Maintains composure in all situations.

ACCOUNTABLE. Keeps commitments. Openly admits mistakes. Takes responsibility for one's own actions and decisions and for organizational success. Effectively uses organizational resources.

ADAPTABLE. Supports new initiatives and changes. Adjusts readily to shifting priorities. Learns new concepts and work methods. Is positive, efficient, proactive and productive when faced with change.

A PROBLEM SOLVER. Engages in quality improvement efforts. Identifies hidden problems, looks for root causes, and effectively solves difficult problems. Learns from others' and one's own experiences to prevent problems from recurring.

AN EXCELLENT COMMUNICATOR. Is an attentive, patient, and active listener. Speaks and writes clearly. Communicates respectfully. Open to feedback.

DEMONSTRATES HEALTHY LIFESTYLE BEHAVIOR. Takes responsibility for one's own health by balancing family and work issues. Strives to improve one's personal health and maintains the standards of an alcohol and drug-free workplace.