

# Preferred Employee Profile

## Expectations for Legacy Employees

Highly skilled and committed employees are critical to Legacy's success. We set high expectations, and hold our employees accountable to act consistently with the core values that drive our mission. We exemplify our values through the following actions:

**Do the Right Thing** Model a high standard of conduct, honesty, and integrity in all situations. Act responsibly with sensitive and private information. Respect patients' and co-workers' rights to confidentiality. Comply with all legal and regulatory compliance standards.

**Be a Team Player** Build productive relationships. Communicate effectively, surface and resolve conflict, listen actively and solicit feedback. Encourage cooperation, develop trust and support teammates.

**Respect Others** Always communicate to others in a professional, respectful and kind manner. Demonstrate a welcoming and inclusive environment for our employees, patients and visitors. Embrace and celebrate our differences and similarities.

**Provide Exceptional Service** Put patients and their families at the center of all work activities. Exceed internal and external customers' expectations and anticipate needs. Take the time to ensure external and internal customers feel valued. Respond constructively and positively to customer issues.

**Deliver Outstanding Quality** Consistently deliver outstanding quality of service and patient care. Strive to improve work processes and outcomes. Meet standards, use data and measure results for constant improvement. Participate actively in reducing errors, eliminating waste and assuring patient safety.

**Commit to Excellence** Set high standards of performance for yourself and others to achieve exceptional results. Commit to personal and professional development and continual learning. Adopt best practices and actively engage in improvement efforts.

**Take Responsibility** Keep your commitments. Openly admit mistakes. Be accountable for your actions and decisions and for department and organizational success. Be a good steward of organizational resources.

**Embrace Innovation** Actively engage in new initiatives, learn and adopt new work methods, and embrace change in a positive productive manner. Seek opportunities to test ideas, think progressively and question the status quo.

**Lead the Way** Be a role model for excellent performance, high quality work, respectful communication, teamwork, and exceptional service.

