

Service Values

NorthShore University HealthSystem (NorthShore) is committed to earning the loyalty of those who come to us for care and those who play a role in providing that care. The Service Values define the behaviors that each of us at NorthShore will demonstrate in person, on the phone, or through e-mail with co-workers, patients and families, physicians, and visitors.

Value – Exceptional Customer Service: *Focus on Empathy, Communication, and Compassion*

- *Demonstrate a genuine sense of caring about the well being and feelings of others.*
- *Follow-through on commitments to customers, those you make and those stated in our policies.*
- *Demonstrate sensitivity to those who are sick, scared, vulnerable, and/or under time pressure.*
- *Maintain a professional and calm demeanor under stressful situations; treat customers with respect.*
- *Listen patiently and without interruptions to fully understand and acknowledge the thoughts of others.*
- *Understand customer expectations and your responsibility in responding to them.*
- *Use service recovery behaviors: offer appropriate apologies, explanations, and resolutions.*
- *Address customers at least once during an interaction by their formal (Mr., Ms., Mrs.) or requested name.*
- *Make eye contact with customers to demonstrate courtesy and attentiveness, while being sensitive to cultural differences.*
- *Maintain confidentiality in verbal, written, and electronic communication.*

Value – Supportive Workplace Interactions: *Focus on Teamwork and Positive Outlook*

- *Work cooperatively, as a positive contributor to the “team,” such as helping, supporting, and appreciating your colleagues.*
- *Demonstrate a positive attitude in all workplace interactions.*
- *Work effectively with others while respecting differences of opinion and style.*
- *Accept and provide positive and constructive feedback as an opportunity to learn and improve.*
- *Apply information about people, situations, and processes before making decisions.*
- *Follow established processes, protocols, and workflows.*
- *Respond positively and willingly to customer requests for assistance.*
- *Keep your work environment clean, presentable, and safe.*

Value – Professional Work Ethic: *Focus on Integrity, Initiative, and Results*

- *Reflect a sense of personal and ethical accountability for the work you do.*
- *Demonstrate understanding that you represent us to each customer.*
- *Communicate in an honest and ethical manner to gain the trust and support of others at all levels.*
- *Take initiative to resolve problems and meet customer requests.*
- *Be flexible and embrace change with a “can do” attitude.*
- *Demonstrate reliability in attendance and punctuality.*
- *Demonstrate reliability to complete duties in a professional, timely and accurate manner.*
- *Be results-oriented; establish priorities to work on what is important.*

Behaviors