



P.R.I.D.E. Competency

The following P.R.I.D.E. statement outlines how SHS believes employees and students should act:

Passion - we truly believe in our purpose and our calling to serve our patients and customers, co-workers and community with the best we have to give, every day.

I project a positive, compassionate, and enthusiastic attitude.

I work to build and support my team and remind them of our commitment.

I remember that patients and customers aren't an interruption of my work, they are my reason for being here.

Respect - we believe that all people deserve for us to treat them with dignity and courtesy.

I make eye contact, smile, and greet those I see.

I use courteous and appropriate language and behavior with all patients, visitors, customers, vendors, and peer employees.

I will refrain from criticizing and complaining to patients, visitors, customers, vendors, and peer employees.

I am a collaborative worker.

I understand and respect differences.

Integrity - we believe in doing the right thing for our patients and our organization, even when nobody is looking.

I speak the truth.

I will maintain patient confidentiality.

I will use resources wisely for the benefit of continuing our mission.

I always do what I say I will do.

Dedication - we believe that we all have the authority and responsibility to do whatever possible to achieve our vision, it is always "our job."

I provide service to my customers and team members in a prompt and efficient manner.

If I see a problem, I take initiative to correct it.

I welcome new team members and share my expertise with them.

Excellence- we want to be the best healthcare organization in the nation, and we go above and beyond to prove it.

I am a leader.

I am a lifelong learner and strive to be better than I was yesterday.

I use best practices in my work to ensure quality.

I do whatever it takes to give my best every day.

Knowledge, Skills and Abilities

1. Ability to successfully work with a variety of people and practice empathy.
2. Ability to pay attention to detail and exhibit situational awareness.
3. Ability to communicate and deal effectively in verbal and written form with people under a wide array of circumstances.
4. Ability to fulfill educational objectives of the academic program.
5. Demonstrates a professional attitude and image.