

**Carolinas Medical Center - Lincoln  
Service Commitment Statement**

Carolinas Medical Center - Lincoln is an organization committed to values reflected in all contacts within the hospital community and the extended community. **S.E.R.V.E.** values are the medical center's commitment and key to success. To partner with LMC, a personal commitment to our beliefs of service, excellence, respect, value and enthusiasm is required.

**SERVICE** To promptly respond to opportunities that meet the needs of our patients, medical staff, our community and one another.

- Placing patient needs first
- Customer satisfaction comes from understanding, dedicating to, and effectively meeting the customer's needs
- Continuing in a leadership role to effectively impact and meet the needs in the community

**EXCELLENCE** To constantly strive for the highest quality in everything we do. We commit to excellence that is exemplified by

- A cooperative spirit and willingness to work together
- The belief that every job is important
- Continuous improvement as a staff/organization
- Striving to be the best

**RESPECT** To display a regard for life, dignity, diversity, and individuality of those served and those serving.

- Esteeming each individual with human dignity and compassion, and as unique and important
- Respecting the patient's support systems and relationships between patients/family
- Listening, being fair, developing trust.

**VALUE** To innovatively and effectively utilize resources to achieve outcomes of genuine worth, integrity, a reflection of good stewardship, and an appreciation of all customers.

- Providing high quality services with available resources in the facility environs
- Helping each partner to be successful
- Promptly acknowledging and recognizing success
- Receiving support during special life events

**ENTHUSIASM** To reflect a spirit of joy and positive feelings in our daily appearance, work and words.

- Focusing on quality and professionalism
- Displaying optimism
- Showing a positive attitude in all personal interactions
- Being receptive and responsive
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As a potential member of the LMC family, I commit to the beliefs of service, excellence, respect, value, and enthusiasm.

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Name

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Date