

The Regional Medical Center of Acadiana

Culture Credeaux

The Regional Medical Center of Acadiana aspires to be an organization of **distinction**, where **exceptional** physicians choose to practice, **extraordinary** staff members choose to work, and customers choose to receive their healthcare services. Our **common goal** is our mission to deliver **high quality** healthcare in our community. In order to achieve our mission, it is our job to create a **customer service oriented** culture that goes above-and-beyond meeting all of our customers' needs. Regardless of our role at The Regional Medical Center of Acadiana, our actions and interactions are observed and will influence a customer's perception of the quality of care provided and their satisfaction.

As an organization, our **responsibility** is to the customers we serve, our patients, our physicians, and to each other. In carrying out our mission, we will rely upon the following established principles:

- ★ We recognize we are all stakeholders in our environment and we will individually strive to make The Regional Medical Center of Acadiana the **cleanest** facility in Acadiana.
- ★ We will treat all those we encounter with **compassion**, kindness, **empathy** and a “can do” spirit.
- ★ We recognize and affirm the unique and intrinsic **worth** of each individual and every department.
- ★ We commit to **doing the right thing** and doing what we say we will do, even when no one is looking.
- ★ We will have a **sense of pride** – in our organization, our departments, ourselves and each other.
- ★ We pledge to foster a **cohesive team-oriented** environment, supporting each other.
- ★ We will be a **positive influence** in the lives we touch and treat everyone with the utmost **respect, loyalty, consistency** and **dignity**.
- ★ We will act with a sense of **honesty**, responsibility, **accountability, integrity** and **fairness** in the way we conduct business, in the way we conduct ourselves, and in the way we live our lives.
- ★ We will treat our colleagues as **valuable, competent** and **knowledgeable** members of our healthcare team.
- ★ We will be **positive** ambassadors for and within our organization and refrain from expressing negative feelings about our colleagues or our organization.
- ★ We will perform our jobs in the most **professional** manner and provide appropriate patient care in a **safe, secure environment** and we will not compromise that effort.

We are The Regional Medical Center of Acadiana, and as such comes the responsibility to adopt, emulate and implement these guiding principles. Living and working by these commonly shared principles will afford each of us the opportunity to participate in a healthy work environment dedicated to being the healthcare and employer of choice in Acadiana!