

## ASSOCIATES STANDARDS OF BEHAVIORAL EXCELLENCE



SOURCE: Human Resources

Lakewood Health System expects its associates to perform at the highest standards of excellence. Associates of Lakewood Health System have designed the following Standards of Behavioral Excellence which reflect the mission of the organization. Lakewood Health System associates should serve all customers with equal standards of excellence. Customers, as described in this policy, are identified as *internal* (staff/colleagues) and *external* (those accessing Lakewood Health System as a non-associate). As an associate of Lakewood Health System, you will be held accountable for achieving the following Standards of Behavioral Excellence.

I have received the Standards of Behavioral Excellence for Lakewood Health System. I understand what is expected of me and will strive to achieve these standards of associate excellence.

\_\_\_\_\_  
Associate signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Associate printed name

\_\_\_\_\_  
Associate college or university