

INDIANA CUSTOMER SERVICE PLEDGE



To Our Residents, We Pledge To:

- Treat you as an individual
- Deliver the highest quality of health care possible
- Promote optimal wellness and facilitate the best possible treatment outcomes
- Meet your physical, medical, and psychosocial needs
- Render services in a clean, comfortable, and safe environment
- Provide care in a courteous, compassionate, and respectful manner
- Be relentless in our efforts to exceed your expectations

To Our Families and Friends, We Pledge To:

- Treat your visitors as our visitors and strive to make them comfortable
- Nurture healthy relationships and maintain open and honest communication
- Embrace family values and promote a culture of “Family serving Families”
- Reinforce our gratitude by demonstrating we were the right choice

To Our Employees, We Pledge To:

- Treat each employee with respect and recognize his or her accomplishments
- Welcome the strengths that each individual brings to our diverse workforce
- Provide ample opportunity and support for education and advancement
- Provide adequate training and resources to enable the best quality of care
- Promote responsible actions and personal accountability over ones actions

To Our Healthcare Partners, We Pledge To:

- Maintain a highly trained and dedicated team of professionals
- Promote collaborative approaches to achieve the best possible outcomes
- Partner with physicians and other members of the healthcare team to provide innovative and comprehensive healthcare

To Our Community, We Pledge To:

- Be good citizens and provide quality services that exceed the expectations of those in the community we serve
- Be actively involved in community activities and embrace community involvement with us
- Attain and maintain our position of being the employer and provider of choice in our community



Director of Operations for Indiana: Mike Spencer