

# INDIANA CUSTOMER SERVICE PLEDGE



Our first responsibility is to the health and comfort of our residents. We will provide our residents with the highest quality health care, ensuring that their medical condition is explained and the best possible treatment plan outlined. Our services will be rendered within a courteous, compassionate and clean environment. Residents will be greeted with respect and we will strive to meet all of their medical needs, whether expressed or unexpressed, in a professional and cost-effective manner. We will treat all patients as individuals, while recognizing the support needs of their families and friends.

We are responsible to our members---the physicians and other support staff. We will provide a supportive, efficient, and well-functioning working environment that allows our members to focus on the practice and advancement of quality care for our residents.

We are responsible to our employees---the people who work with us and our residents every day. We will treat each employee with respect and dignity and recognize his or her accomplishments. We will welcome the strengths of a diverse workforce. Employees must feel free to make suggestions and register complaints. We will provide ample opportunity and support for education and advancement to those who are qualified.

We are responsible to the communities in which we practice and live. We will be good citizens---serving as a knowledgeable and accessible resource to others in these communities. We will encourage communication at all levels and be actively involved in our communities and our communities involved with us.

Finally, we are responsible to improving the delivery of health care. We will train our staff to provide the best quality, most cost effective health care and encourage them to seek ways to improve the service and quality care. We will strive to be innovative in our quest to be the best in what we do. We will continually seek ways to manage our costs and effectively manage our resources to ensure our long term financial security while providing the best services possible.



**Director of Operations for Indiana:** Mike Spencer