



Expectations for the Journey

Message from the CEO

Wheaton Franciscan Healthcare has embarked on a journey to be recognized as a leader in service excellence for our patients, visitors, physicians, and associates. Our goal is to be among the best in the nation for service that is both superior and compassionate.

The Service Excellence Standards of Behavior contained in this booklet support our Mission, Vision, and Values. They serve as our guide in achieving our Vision to be the health care provider of choice, employer of choice, and preferred partner of physicians. Simply put, the standards help us to be the best we can be.

Each day we have an opportunity to make the most of a moment with a patient, a family member, a physician, or an associate. That moment could make all the difference in the world. This journey is about the impact you have when you put our Values in action. It is about expecting more from yourself...more for the patient.

These are high expectations. Our work and Mission are too important to expect anything less. Thank you for your commitment each and every day.

*John D. Oliverio
President and CEO*

Commitment Statement

I understand that the work I do is critical to the Mission of our organization. By living out our Values, I make a difference each day.

I acknowledge and understand that all associates at Wheaton Franciscan Healthcare are expected to adhere to and practice the Service Excellence Standards of Behavior.

I have read and understand the standards outlined in the “Expectations for the Journey” and agree to practice these standards.

Name (please print) _____

Department _____

Signature _____

Date _____