

UT SOUTHWESTERN MEDICAL CENTER



PACT – “to agree”

Our goal is to achieve a level of patient care and service at UT Southwestern Medical Center that we would be proud to receive for our families, our friends and ourselves. To that end, we hereby make a “PACT” with each other and our patients to deliver the highest level of service possible, by demonstrating the following standards:

P – Problem Solving

To achieve excellence in patient care and service, we are expected to take ownership in solving problems effectively, efficiently and to the satisfaction of our patients.

A – Ability, Attitude and Appearance

In keeping with a professional healthcare environment, we are expected to have the ability to perform our jobs and to appear and conduct ourselves in a professional and positive manner.-

C – Communications and Compassion

It is our goal that all our communications are clear, courteous, timely, and delivered with compassion, respect and appropriate confidentiality.

T – Teamwork

In our medical environment, our patients regard every employee they encounter as a member of the UT Southwestern Medical Center team.

Our goal is to individually work hard to contribute to our team, support our co-workers, and to achieve not only excellent patient care and service, but also a satisfying, caring environment for each other.

I have read the Clinical Service Standards and Expectations and reviewed them with my supervisor. By my signature below, I agree to implement and adhere to the Standards and this PACT. I have been informed, and I understand, that the Standards and this PACT will be incorporated in my job description and I will be evaluated by the Standards in my Employee Performance Appraisal.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____