



# JOHNSTON UNC HEALTH CARE

## *Patient and Family Experience*

The patient and family experience is essential to the vision of Johnston Health. It is a commitment we are fulfilling as we strive to provide excellence for our patients and their families. Our commitment to service excellence at Johnston Health is demonstrated by our caring and respectful treatment of our patients, their families, each other, and those in the communities we serve. Each of us can make a difference by bringing these standards to life in every interaction we have and every responsibility we fulfill.

As the Chief Executive Officer of Johnston Health, I invite you to accept this challenge and journey to provide an excellent patient experience. With your help, we will continue this journey to excellence together at Johnston Health.

Sincerely,

Chuck Elliott  
President and CEO

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As an employee of Johnston Health, I pledge my commitment to the patient and family experience and insure I will demonstrate all core principles to always put our patients, families, and team members first.

### **Core Principles**

#### ***Dignity and Respect***

Always serve our patients, families, team members and the community with honesty, integrity, dignity and respect through listening and honoring their choices.

#### ***Information Sharing***

Always communicate information with patients, families and team members in an unbiased, accurate and effective manner.

#### ***Participation***

Always encourage shared decision making and support participation of our patients, families and team members during all planning, delivery, and evaluation of health care services and programs.

#### ***Collaboration***

Always partner with our patients, families and team members to provide exceptional quality care.

*Every employee is responsible for the patient and family experience including me and, I am always a representative of Johnston Health!!*

**Our Mission: To improve the health of the people in our communities.**