

# Employee Expectations

VA Medical Center, Lebanon, PA 17042

1. That employees treat patients, their families and the general public with courtesy, dignity and respect, both through personal contact and by telephone.
2. That employees be responsive to patient/visitor needs and requests.
3. That employees treat their fellow employees with the same degree of courtesy and responsiveness that they would hope to receive.
4. That employees actively seek to improve every aspect of patient care delivery and support functions and look for new ways to make delivery of services more efficient and of better quality.
5. That each employee treats difficult or belligerent patients, or members of the general public, with kindness and respect. Responding with a helpful attitude will often ease and resolve the matter at hand.
6. Employees conduct themselves outside the VA Medical Center in a manner that positively reflects on Lebanon VA Medical Center and the Department of Veterans Affairs.
7. Employees must contribute to our goals of quality, efficiency and excellence; if we are to attain these goals, remember:

Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.

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EMPLOYEE SIGNATURE

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DATE