



Origination Date: 05/2005
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Owner: *Kimberly Ashley: Exe Dir Of Univ & Comm Affair*
Policy Area: *Governance*
References:

Mission Vision and Values

Scope

All University of Texas Health Science Center at Tyler (the "University") employees and staff.

Purpose

To establish the Mission, Vision and Values of the University.

POLICY

Mission:

To serve Northeast Texas and beyond through excellent patient care and community health comprehensive education and innovative research.

Vision:

We will be a great institution, unified in common purpose, to benefit human health and to improve quality of life.

Values:

SERVANT LEADERSHIP: Individual provides excellent care to patients, clients, visitors and co-workers. Individual treats everyone with respect and puts the needs of patients, visitors, clients and co-workers first.

- Individual treats patients and visitors with respect as guests in our facility.
- Individual provides assistance and/or direction to customers whenever it is needed.
- Individual is selfless in his/her desire to put the needs of the customer first
- Individual treats supervisors and members of the management team with the same respect that he/she expects from them.
- Individual answers and talks on the telephone in a friendly, professional and helpful manner.
- Individual demonstrates concern for the rights, privacy and feelings of patients, guests and co-workers.
- Individual's working relationships and personal conduct with fellow individuals, supervisors and guest meets department standards
- Individual works collaboratively with fellow team members, supervisors and other departments to ensure

the highest quality of patient care, education and community service possible.

- Individual communicates effectively both verbally and in writing.

ACCOUNTABILITY: Individual uses the resources of the University wisely.

- Individual adheres to departmental and the University internal controls.
- Individual's work practices reflect effective and efficient use of time and material resources.
- Individual follows and maintains high ethical standards, compliance and timeliness with the Codes of Conduct, including the University's Fraud and HIPAA policies; administrative directives, interoffice memoranda, training requirements and supervisor's instructions.

DIVERSITY: Individual respects and appreciates diversity in ideas, people and cultures.

- Individual honors the dignity, worth and right of confidentiality of each person with whom he/she works and serves.
- Individual contributes ideas and suggestions to improve the quality of services available in the department and the University.
- Individual displays a personal interest in, as well as respect, consideration and appreciation for all fellow individuals.

EXCELLENCE: Individual works every day to improve the University and the job he/she does:

- Individual is an advocate and a positive role model of the University.
- Individual interacts with others in a business-like, professional manner.
- Individual accepts responsibility as a change-agent for improvements in the University's service capabilities and working environment.
- Individual shows pride, interest and enthusiasm in his/her work.

Attachments:

Approval Signatures

Step Description	Approver	Date
	Kirk Calhoun: President/Prof of Medicine	03/2018
Executive Cabinet	Carol Davis: Executive Assistant Senior	03/2018
Office of Legal Affairs	Terry Witter: VP Legal Affairs/ChiefLegalOf	02/2018
Faculty Senate	Vijaya Lella: Prof Of Biochemistry	02/2018
	Kimberly Ashley: Exe Dir Of Univ & Comm Affair	02/2018