



OUR LADY OF LOURDES REGIONAL MEDICAL

WHAT IT MEANS TO BE A LOURDES EMPLOYEE...

Our Mission Statement

Inspired by the vision of St. Francis of Assisi and the tradition of the Roman Catholic Church, we extend the healing ministry of Jesus Christ to God's people, especially those most in need. We call forth all who serve in the healthcare ministry, to share their gifts and talents to create a spirit of healing – reverence and love for all of life, with joyfulness of spirit, and with humility and justice for all those entrusted to our care. We are, with God's help, a healing and spiritual presence for each other and for the communities we are privileged to serve.

Our Core Values

- **Service:** The privilege of reaching out to meet the needs of others.
- **Reverence and Love for All of Life:** Acknowledging that all of life is a gift from God.
- **Joyfulness of Spirit:** An awareness of being blessed by God in all things.
- **Humility:** Being authentic in serving as an instrument of God.
- **Justice:** Striving for equity and fairness in all relationships with special concern for those most in need.

Service Excellence

Service Excellence is the most important thing we strive to do and is driven by our Mission and Core Values. It is perceived by our guests by the way we:

- Greet everyone with a warm and friendly smile.
- Introduce ourselves to our customers and co-workers.
- Always ask, "Is there anything else I can do for you?"
- Escort our customers to their destinations.
- We always treat each other with courtesy and respect.

