Our Commitments

Serve with passion.

• Appreciate the privilege we have every day to serve the people of our community at some of the most vulnerable times in their lives... when they are sick, injured, frightened and in pain. Be the calm in their storm.
• Look for the joy in our work, paying attention to the impact each of us can have on the lives of others.
• Serve with integrity by always following through on commitments, being honest and acting ethically.
• Create a welcoming environment by making eye contact and greeting others we pass in hallways and elevators.
• Recognize and celebrate what is right about Summa Health while always looking for opportunities to make the care we provide even better.
• Go above and beyond.

Personalize care.

• Empower patients and family members to be involved in decisions related to their care.
• Communicate openly and effectively with patients and their family members, encouraging them to share their thoughts, concerns and questions.
  • Make eye contact.
  • Encourage patients and family members to share their questions and concerns by asking open-ended questions such as, “How can I help you most right now?”
  • Listen actively and ensure understanding by paraphrasing back what the patient has just told you.
• Always knock and ask patients if it is all right to enter their room.
• Call patients by their preferred name each time you enter their room.
• Introduce yourself by name and explain your role on the care team to patients and family members.
• Improve the continuity of care by always helping patients know and understand what comes next during their visit or stay.

Value every person.

• Look for the best in every individual we serve and in those we work with.
• Treat others without bias or judgment; we have not walked in their shoes.
• Respect and celebrate the diversity of the patients we serve and the talented colleagues we work with every day.
• Treat others with courtesy and respect, even when we may disagree with their ideas.
• Recognize the talents of others on our team, expressing thanks for their contributions.
• Offer a friendly ear to colleagues who may be struggling. Be willing to reach out to others when you need help or are having a bad day.

Take ownership.

• Model the actions and qualities that you seek in others.
• Beyond just identifying the problem, be a part of the solution in any situation.
• Even when a solution seems like the right one, continue to evaluate it and make changes to improve the outcome.
• Be aware of your own emotions and the ways they may affect how others react to you.
• To ensure a safe environment for patients and colleagues, always follow “I’m 4 Safety” behaviors.
• Advocate for patients, ensuring they get what they need and have the best possible care experience.

Work collaboratively.

• Encourage patients, family members and colleagues to speak up when they have a concern by proactively seeking their ideas and asking good questions.
• Seek the input and ideas of colleagues in decisions to find the best solution and to increase the chances for success.
• Be eager to learn, with an openness to new knowledge that will help the team provide consistently better care.
• Recognize the strength of our teaching programs in providing world-class care for patients today and preparing the next generation of tomorrow’s professionals.
• Speak positively about colleagues and other departments, creating a higher degree of confidence and trust among patients and families.

Partner with the community.

• Appreciate that as Summit County’s largest employer, Summa Health plays an important role in keeping our community strong, healthy and successful.
• Look for opportunities to give back to our community through volunteerism, which contributes to the health and vitality of the greater Akron region.
• Recognize that we serve diverse communities through our clinics, special programs and partnerships with other community agencies.

summahealth.org