

## *Standards of Excellence for Student Experiences*

**Hillcrest Hospital Mission:** We will be the health care provider of choice in the communities we serve by continuously improving our delivery of health services as part of the Cleveland Clinic system.

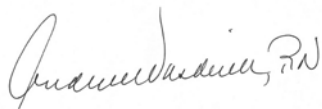
**Standards of Excellence:** We take our commitment to mentoring and educating students who are the future caregivers seriously, and are dedicated in creating a meaningful learning experience for them. Each member of our staff pledges to demonstrate the following:

- ❖ Strong interpersonal communication skills with students and faculty
- ❖ Collaboration, empathy, and the ability to nurture
- ❖ Respect for each other's needs
- ❖ Willingness to share experiences and clinical expertise with others
- ❖ Good sense of humor
- ❖ Good working relations with students, faculty, and co-workers

We will strive to consistently provide the highest level of quality experiences for our students and faculty. If for some reason you feel we are not meeting this pledge, please let us know by logging on to our feedback webpage at [www.hillcresthospital.org](http://www.hillcresthospital.org) and clicking on the "How Are We Doing" link. Please use the "Employee Voice" box and type student or faculty in the name box. You can also include your name or remain anonymous.

Thank you for choosing Hillcrest Hospital to meet your educational needs.

Sincerely,



Andi Wasdovich, RN  
Vice President of Nursing/CNO

*The best place for physicians to practice,  
employees to work, and patients to receive care.*

*Updated December, 2006*