

Our Guiding Principles

The guiding principles describe the fundamental values determining our daily actions. As employees of the Marienkrankenhaus we are called to follow these guiding principles and to get involved in their implementation openly and constructively.

Our foundation

God's "Yes to Life" is the foundation on which our shared mission is based. Our hospital, founded by the Sisters of the Order of St. Karl Borromeus finds its roots in Christianity.

With their special vow to always turn to everyone in need of another person's help with lovingness, the Sisters of the order have laid a headstone that has been shaping our hospital throughout its history since 1864 until today.

Our hospital

On the basis of this foundation, the Marienkrankenhaus keeps evolving into a modern medical service provider and as such we are working for it to maintain its leading position among the Hamburg health care facilities.

The patients are the center our actions.
We care for them with

competence and compassion

Our strategies to reach this goal are:

- Taking responsibility for colleagues, business partners, the common good as well as the environment to secure a shared future
- Quality management to constantly improve the processes and the results of our work
- Motivation of employees by providing transparency in decision making, creating a safe and friendly working environment and by recognizing and supporting individual strengths
- Public relations in order to create and to strengthen relationships with important target groups, multipliers within the health care system and within politics and administration
- Encouragement of personal achievement by transferring responsibility and granting special recognition.
- Profitability in order to enable investments and modernisation. We are, however, aware of our responsibility towards our personnel and our material resources and are working to develop and extend innovative provision systems.

Our patient

This is how we view our task:

- Innovative

We treat patients according to the latest scientifically secured methods. However, individual wishes or needs of patients or their relatives are always considered.

- Humane

Every patient is cared for and treated holistically aiming for a complete physical and psychological recovery. In that respect pastoral service and the support of volunteer activity are integral elements.

- Reliable

We are there for our patients and stay with them in health, sickness and death.

- Appreciative

In treating our patients we put an emphasis on personal contact and respect.

The way we treat each other

What we encourage, what we ask for!

- Willingness to keep learning

- Involvement and loyalty

- Professional and social competence

- Team skills and flexibility

- Ethical awareness

In the workplace we treat each other with

- Friendliness

- Care and solidarity

- Cooperation and as partners

- The ability to manage conflicts and the goal to find solutions

- Transparency, openness and honesty

- Appreciation and trust

We motivate each other to evolve in our

- Responsibility

- Ability to accept criticism

- Striving for excellence

- Independence

In the implementation of these guidelines of conduct, executives are expected to assume extra responsibility.

The Guiding Principles are reviewed regularly every three years and are part of the contract of employment. Last review: April 2005