

We Make It Better

We Care

- We treat everyone with courtesy and respect.
- We take time to listen.
- We make people feel welcome with a greeting and smile.
- We anticipate the needs of others.
- We value the patient's perspective.

We Do Good Work

- We keep our skills and knowledge up to date.
- We learn from our mistakes.
- We are thorough, accurate and timely in our documentation.
- We are open to change and improved processes.
- We care about the details.

We Need Each Other

- We stay positive.
- We don't gossip.
- We value our diversity.
- We help and encourage each other.
- We collaborate.

We Share

- We thank each other often and share credit.
- We use appropriate language in speech and emails.
- We explain what we are doing, encourage patients and provide updates.
- We share ideas and information, and we welcome feedback.
- We respond promptly to emails, pages and calls.

We Look After Things

- We are good stewards of our resources, equipment and supplies.
- We are dependable, reliable and on time.
- We make efficient use of our time.
- We take the initiative and follow through.
- We do the right thing, even when no one is watching.

We Keep It Safe

- We wear our badges.
- We adhere to handwashing guidelines.
- We report any unsafe conditions that we see.
- We protect the privacy of our patients.
- We follow all safety protocols and respect the chain of command.

We Show Our Pride By How We Look

- We dress professionally and comply with the dress code.
- We maintain tidy work areas.
- We help keep our campus clean.
- We put things where they belong.
- We protect our institution's reputation.