

# *Living the Values*

## **Commitment to Patients and Families**

### *I am fully present, attentive and prepared; no distractions*

- I work with intention and anticipate patient needs
- I maintain eye contact, actively listen and acknowledge what the patient and family have shared
- I take ownership of patient needs
- If there has been a misunderstanding or service failure, I have the freedom to apologize and actively work to solve the problem
- I treat all with courtesy, dignity and respect
- I am a positive representative of my organization
- I am prompt, and if there is a delay, I always keep the patient and family informed
- I act with integrity and professionalism

## **Commitment to Co-Workers**

### *I intentionally interact with kindness, even if others are not*

- I am consistent in attitude, being calm and professional even when others are not
- I commit to taking the lead in bringing helpfulness to all situations, by being patient and responding promptly
- I follow through on my word and my work, keeping everyone informed of progress, changes, or completion of tasks
- I am respectful and bring collaborative solutions to any team member in the organization
- I fully support the mission of the organization and our common goals in all my words and actions

## **Commitment to Communications**

### *I speak in a language and manner appropriate for the situation at hand*

- I respect cultural diversity and remain open minded to others point of view
- I accept constructive feedback and provide constructive feedback respectfully
- I actively listen when others are speaking
- I take time to listen and avoid distractions (cell phone, computer)
- I am mindful of my body language and facial expressions
- I ensure a private area for difficult conversations
- I manage up the entire team and organization

## **Commitment to Professionalism**

### *I maintain a positive and respectful professional attitude at all times when dealing with patients and coworkers, partners in care*

- I say 'please' and 'thank you' in all conversations
- I abide by my organization's dress code
- I wear my name badge where it can easily be seen
- I facilitate a trusting environment by respecting confidentiality and refraining from gossip