

# WE WILL EXCEL

## PROFESSIONALISM CARING COMMUNICATION QUALITY INNOVATION

### We approach our work in a professional manner:

- I will model integrity by being honest and trustworthy in my work.
- I will promote accountability by being responsible for my own actions.
- I will discuss confidential and personal information in a private area.
- I will work together with my colleagues to achieve our common goals.
- I will demonstrate respect by treating others as I would expect to be treated.
- I will treat our facilities and equipment as I would treat my own.
- I will be on time for work, meetings and other commitments.
- I will abide by the organization's dress code.
- I will accept constructive feedback.

### We believe effective communication is fundamental to everything we do:

- I will introduce myself to patients, families, visitors and colleagues.
- I will explain the expected duration of procedures, visits and delays to patients.
- I will share appropriate information with people in a timely manner.
- I will communicate effectively by speaking clearly and actively listening while learning and sharing information.
- I will wear my ID badge where it can easily be seen.
- I will communicate effectively through all levels of our organization.
- I will communicate with sincerity, honesty and cultural understanding.

### We are sensitive to the needs of those we serve:

- I will always act with compassion, kindness, empathy and patience.
- I will be respectful and courteous to everyone because they are important to our organization.
- I will make myself available to those in need.
- I will respect cultural, religious and social backgrounds.

### We are committed to quality service:

- I will be committed to understanding and applying best practices.
- I will continually review my performance and strive to improve myself and the outcome of my work.
- I will be committed to everyone's safety.
- I will pursue my duties to completion.
- I will strive to be helpful in every situation.
- I will demonstrate and encourage positive behaviors.

### We always look for better ways to take care of our patients:

- I will take pride and ownership in innovation within OU Medicine by committing to new technology and research.
- I will be committed to developing new knowledge and sharing it with others.
- I will promote innovation that will benefit those we serve.
- I will actively support, mentor and coach to foster a constructive learning environment.
- I will pursue opportunities to learn and grow.