

The Standards of Behavior Promise

From all who work and volunteer at The Children's Hospital

We promise to provide excellence with integrity in all we do

Quality and Safety

We commit to quality and safety in everything we do.

- We lead the way to national best practices.
- We intervene if we see an unsafe act or condition.
- We report problems when we discover them and we're committed to following them to resolution.
- We provide feedback and engage in process improvements.

Communication

We use words and actions to communicate our commitment to excellence and integrity.

- We communicate effectively, collaboratively and respectfully.
- We listen to others by giving them our full attention.
- We respect privacy and confidentiality at all times.
- We communicate at the right time, in the right setting, with the right person and the right information to promote the right conclusion.

Ownership

We take ownership of opportunities and challenges.

- We deliver service that exceeds expectations.
- We make sound financial decisions.
- We promote the health and well being of children and families through positive words and actions.
- We value innovation and creativity, and take responsibility for outcomes.
- We are accountable to our patients, community and each other.

Relationships

We build relationships to provide care and service with respect, compassion and integrity.

- We make positive first impressions to create lasting impressions.
- We are courteous and friendly.
- We seek to understand and respect the diverse needs of the people we serve and each other.
- We give support, guidance and encouragement to each other and the children and families we serve.

Professionalism

We demonstrate professionalism in how we act, what we know, and how we treat others.

- We create solutions in a constructive manner.
- We adhere to our policies, procedures and professional requirements.
- We learn new skills and proactively expand our knowledge.
- We handle challenging workplace situations appropriately.

Teamwork

We work together toward a common vision.

- We contribute excellence and integrity to all teams on which we serve.
- We recognize our teammates for their achievements.
- We honor the process by celebrating successes and pausing to understand failures.



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