



## OUR VALUES AT WORK



## INTRODUCTION

Dear Colleagues,

This booklet contains six key documents that define Cincinnati Children's: our **Vision**, our **Mission**, our **CARES** service standards, our statement of **Expected Safety Behaviors**, our statement of **Leadership Values and Expectations** and the newest document, our **Core Values**.

Cincinnati Children's is a special kind of business. I believe we all intuitively feel that our behavior, decisions and actions must reflect core values. Yet until now, we had not written a simple statement that formally expressed them.

In fall 2006, we began a careful and thoughtful process of defining our core values and writing a simple, clear statement to guide all of us. I think you'll find that the statement we developed embodies values we all share and describes behaviors we expect of ourselves and others in our interactions with patients and families, co-workers, vendors and the community.

Most employees already demonstrate these values. Now we have the opportunity to formally express them in a way that reinforces their importance to our organization.

Our Core Values may be seen as the foundation that underpins our service standards, safety behaviors and leadership values. Together, these documents form a coherent statement that express who we are. We must live by these values every day.

Sincerely,

A handwritten signature in black ink that reads "James M. Anderson". The signature is fluid and cursive, with the first letter of "James" being a large, stylized capital "J".

James M. Anderson  
President and CEO

## OUR VISION

To be the leader in improving child health

## OUR MISSION

Cincinnati Children's will improve child health and transform delivery of care through fully integrated, globally recognized research, education and innovation.

For patients from our community, the nation and the world, the care we provide will achieve the best:

- Medical and quality of life outcomes
  - Patient and family experience and
  - Value
- today and in the future



## OUR CORE VALUES

The Core Values describe the behaviors expected from everyone at Cincinnati Children's. Patients and families are always our primary concern.

### **Respect everyone.**

Celebrate the unique strengths of each person.

Learn from the traditions of others.

Honor the boundaries set by families.

Be kind.

### **Tell the truth.**

Communicate openly, honestly and clearly.

Champion and sustain accuracy and integrity.

Learn from mistakes.

Act ethically.

### **Work as a team.**

Listen to others.

Deliver on commitments.

Work with colleagues and families to improve outcomes and performance.

### **Make a difference.**

Embrace new ideas; innovate.

Anticipate future needs; work to meet them now.

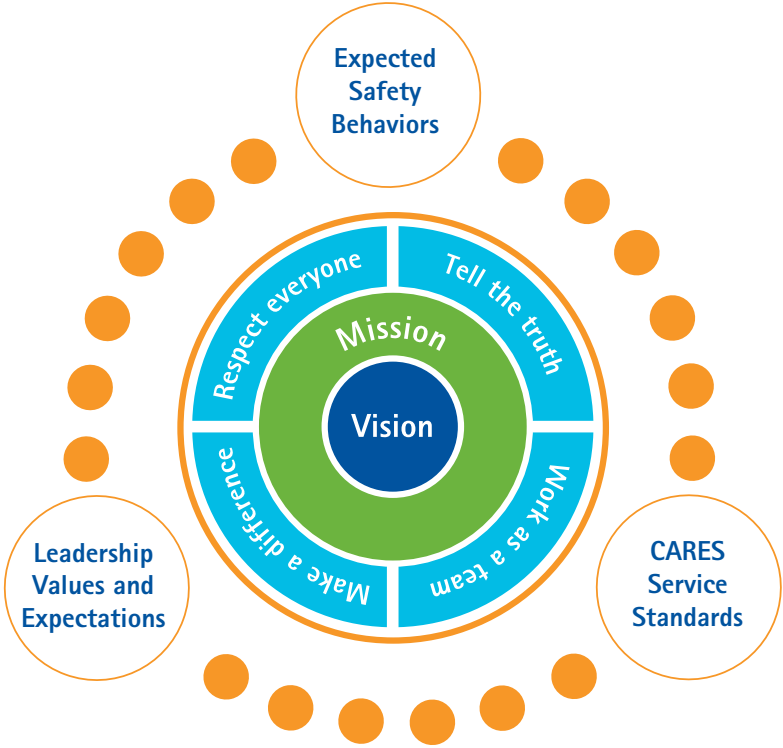
Engage and encourage scientific inquiry; affirm academic freedom.

Create, apply and share knowledge; teach others to do the same.

**We live by these Core Values every day.**

# ORGANIZATIONAL CORE VALUES CONTEXT

Our Vision, Mission and Core Values provide a foundation for our service standards, safety behaviors and leadership expectations.



## LEADERSHIP VALUES AND EXPECTATIONS

This statement of leadership values and expectations describes the qualities we seek in all employees and the behaviors we expect from each employee. These include a spirit of inquiry, a willingness to think in a boundaryless fashion and to seize opportunities for improvement. Expected behaviors also include dedication to family-centered care and building successful relationships with patients, families and professional colleagues. These are values we all can and must deliver through our actions.

### Earn the confidence and trust of patients, families and colleagues.

- Respect others, honor commitments, be honest, forthright and compassionate.
- Listen and use patient and family focused interests to guide behavior; implement CARES.
- Learn from mistakes and help others do the same. Surprise by exceeding expectations.
- Celebrate the successes of patients, families, colleagues.
- Pursue personal growth and development; guide and nurture the growth and development of others.
- Model good health practices.





### Embrace a spirit of inquiry.

- Prize and pursue discovery and innovation to improve the health of kids and the success of Cincinnati Children's.
- Scrutinize practices for opportunities to improve; apply timely and accurate information, analysis and feedback; help others do the same.
- Think in a boundaryless fashion; search for and apply the best ideas regardless of their source.

### Execute with discipline and urgency.

- Set priorities; be focused and accountable to patients, families and colleagues.
- Carry out responsibilities with a sense of urgency; make timely execution a requirement of excellence.
- Seize opportunities, clear barriers and solve problems; resolve issues at the lowest level possible.
- Take prudent risks when information is imperfect, but never risk compromising patient care or safety.
- Collaborate; build relationships; work in teams.

### Use common sense.

- Do the right thing for the child.
- Do what makes good sense.



## EXPECTED **SAFETY BEHAVIORS**

### **Make a personal commitment to safety**

- Practice and encourage team member Checking/Coaching (using **ARC** – Ask a question, Request a change, voice a Concern)
- **STOP** and review, resolve and reassess when questions arise

### **Communicate clearly**

- Use **SBAR** (Situation, Background, Assessment, Recommendation) to communicate patient concerns
- Use CCHMC “hand-off” process when transferring patient care responsibility
- Use Repeat Backs and Read Backs
- Ask and encourage clarifying questions
- Document legibly and accurately

### **Pay attention to detail**

- Practice **S.T.A.R.** - Stop, Think, Act, and Review



## OUR SERVICE STANDARDS

Cincinnati Children's CARES about our patients, families and colleagues. Therefore we will be: Courteous, Attentive, Respectful, Enthusiastic team members, and Safe.

### COURTEOUS

- We will be polite whenever we communicate - in person, in writing, by phone, fax or email.
- We will be friendly and welcoming.
- We will acknowledge patients, families and colleagues by name.
- We will introduce ourselves by name, title, or role.
- We will wear our ID badges so they can be easily seen and read.
- We will knock and wait a moment before entering a patient's room.
- We will not disturb others. We will talk quietly when we are in patient care areas, shared offices, public spaces and hallways. We will limit group conversations in public areas and will be aware of where personal conversations take place.

### ATTENTIVE

- We will attend to patients and families immediately.
- We will notice when someone looks confused or lost and will stop to help.
- If possible, we will walk with patients, families and colleagues to their destination.
- We will explain plans and procedures in words our patients and families understand.
- We will invite and answer questions.
- We will anticipate, explain and apologize for any delays.

### RESPECTFUL

- We will treat patients and families as partners and members of the health care team.
- We will respect differences in values, cultures, beliefs and ages, and will incorporate our awareness of diversity into all our daily practices.
- We will respect the dignity of all and will show consideration in our words and actions.
- We will protect the confidentiality of information. We will limit discussions of confidential information to appropriate, private locations.
- We will demonstrate our respect for our patients, families, colleagues and institution through our behavior, our words and even our dress. We will dress appropriately, adhering to our departmental dress codes. We will present a positive image of Cincinnati Children's in all our interactions.
- We will refrain from using patients and families for personal support and/or gain.

## ENTHUSIASTIC TEAM MEMBERS

- We will trust, respect, support and assist our coworkers.
- We will work cooperatively, as members of a team.
- We will acknowledge our coworkers' contributions.
- We will contribute to a positive work environment.
- We will be timely and meet deadlines.

## SAFE

- We will achieve the measured safest patient care environment.
- We will practice good personal hygiene and grooming. When caring for patients, we will wash our hands, preferably in front of patients and families.
- We will maintain a clean and safe environment for patients, families and colleagues. We will pick up after ourselves, pick up trash and use trash cans.





