

**Inspires Hope**

- Conducts self with the highest ethical and moral standards.
- Communicates respectfully; listening, seeking clarification, confirming understanding and providing feedback and avoiding gossip and destructive communication.
- Values individual differences including culture, race, national origin, age, gender, religion, political affiliation, veteran status, disability status sexual orientation and gender identity.
- Uses courtesy to convey respect for others, addressing others professionally, allowing others to step onto the elevator, escorting visitors to their destination.

**Builds Trust**

- Adheres to an appropriate and effective set of core values and beliefs during both good times and bad.
- Acts in line with those values and practice what he/she preaches.
- Is widely trusted.
- Is seen as a direct truthful individual.
- Can present the truth in an appropriate and helpful manner.
- Keeps confidences, admit mistakes, and doesn't misrepresent self for personal gain.

**Is Compassionate**

- Genuinely cares about people.
- Concerned about work and non-work problems.
- Readily available to help and assist in any way possible.
- Is sympathetic to the plight of others not as fortunate.
- Demonstrates real empathy with the joys and pains of others.

**Seeks Excellence**

- Keeps the patient at the center of all improvements to our organization.
- Seeks to understand conflicting opinions and perspectives.
- Brings concerns to those who can resolve them.
- Implements a newly made decision to the best of their ability.
- Seeks input from others to test and improve ideas.
- Responsible to bring a positive and helpful attitude to work.

**Contributes to Patient Centered Care**

- Understands their job is essential to our mission to provide compassionate care without compromise.
- Seek first to understand people and then to be understood.
- Generous with expertise, willingly sharing knowledge with patients, their families and friends.
- Is empathetic to the fears and concerns of patient and employees and responds with empathy, expertise and expediency.
- Involves employees as an active participant in exploring ways that patient care can be delivered honoring their expertise and knowledge.

**Core Competencies / Performance Standards**

- Respects and protects the confidentiality of information accessed through one's employment.
- Promotes positive public relations for the organization.
- Performs duties in a manner that ensures the employee's and other's safety when using the facilities and services of the department and hospital.
- Understands and performs duties in a manner consistent with the organization's mission, vision, goals/philosophies, and professional standards.
- Accesses and adheres to all department specific and organizational policies and procedures.