Our Mission, Vision, Values & Commitment

**UW MEDICINE MISSION:** To improve the health of the public.

**VALLEY’S MISSION:** Valley Medical Center, the District’s Healthcare System, is committed to providing access to safe, quality healthcare to the public. The District Healthcare System is integrated with UW Medicine and collaborates to ensure comprehensive, high quality, safe, compassionate, cost-effective healthcare is provided.

**Our Vision:** A regionally integrated health delivery system with the best quality, service, access, and people in the Puget Sound region.

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**Leadership Commitment**

To show my commitment to my team, I will:

- Make the teams I serve my HIGHEST PRIORITY, empowering them to excel every day.

**I will be PRINCIPLED**

- Live our mission, vision & values
- Lead with integrity
- Model the Caregiver Commitment

**I will inspire EXCELLENCE**

- Focus on outstanding quality
- Sponsor innovation
- Inspire change
- Recruit & retain the best & the brightest
- Create high performing teams
- Pursue the Quadruple Aim

**I will strive for IMPROVEMENT**

- Invest in staff development, advancement, resources & recognition
- Create space & tools to support continuous process improvement
- Make the right thing to do the easy thing to do
- Ensure strong margins to support a strong mission

**I will create & sustain GREAT CULTURE**

- Promote a joyful, fun & nimble workplace where everyone is a caregiver
- Foster a culture of safety through justice, transparency & ownership
- Place our patients at the center of our decisions
- Celebrate & value open communication & the diversity of our team

As a leader of UW Medicine, I recognize the needs of my team, colleagues, patients and families come first. I am committed to ensuring each is treated in a consistently respectful and professional manner.

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**Caregiver Commitment**

To show my commitment to our patients, I will:

- Make the people I serve my HIGHEST PRIORITY by placing their needs first. I believe that we deliver the best care when all members of the team are treated with respect by demonstrating commitment to the following Values and Service Culture Guidelines:

**I will treat people with Respect & Compassion**

- Acknowledge others sincerely & warmly
- Introduce myself by name
- Explain my role & speak in ways that are easily understood
- Listen carefully
- Close every encounter with a respectful acknowledgement, such as “Thank you”
- Discuss care in an appropriate, confidential setting
- Ask permission before entering a patient’s room by knocking. Use doors, curtains & blankets to create a more private environment
- Access only appropriate, confidential patient information relevant to my job
- Address inappropriate behaviors in a confidential, constructive manner

**I will embrace Diversity, Equity & Inclusion**

- Respect & acknowledge differing values & opinions
- Ask each person how they would like to be addressed
- Recognize that body language & tone of voice are integral to effective communication
- Adapt my communication style to the person/situation

As a member of UW Medicine, I recognize the needs of patients and families come first. I am committed to ensuring that each patient and family seeking care is treated in a consistently respectful and professional manner.

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Leader: ___________________________ Date: ___________________________

Caregiver: ___________________________ Date: ___________________________