

# Our Mission, Vision, Values & Commitment

## UW MEDICINE MISSION:

To improve the health of the public.

## VALLEY'S MISSION:

Caring for our community like family.

## OUR VISION:

To be a high reliability organization driven by the power of our talented, engaged and diverse workforce.

*Clinical & operational excellence. Timely access. Financial stability. Unparalleled experience.*

We are Valley | We are ALL Caregivers

## Leadership Commitment

### To show my commitment to my team, I will:

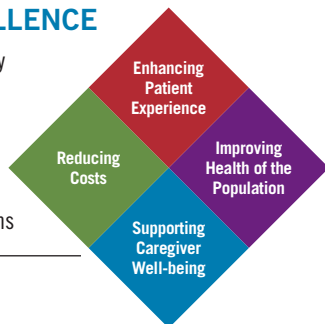
Make the teams I serve my HIGHEST PRIORITY, empowering them to excel every day.

### 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.

Leader

Date

## 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](#):

### Safety is our Core Value

- I will strive for Zero Harm
- I will proactively seek out safety concerns
- I will speak up about safety concerns
- I will listen and respond to safety concerns

### 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" 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.

Caregiver

Date

UW Medicine  
PATIENTS ARE FIRST

### I will encourage Collaboration & Teamwork

- Promote interdisciplinary & interdepartmental cooperation
- Treat others with courtesy, honesty & respect even in challenging situations
- Be sensitive & empathetic to the needs of others
- Assume positive intent
- Recognize that I am an ambassador for UW Medicine | Valley Medical Center

### I will promote Innovation

- Offer creative solutions to identified problems
- Remain open to new ideas & possibilities
- Continue to learn by seeking new knowledge
- Follow evidence-based & best practices

### I will expect Excellence

- Promote our mission, vision & values
- Help those in need until their issues are resolved, or a colleague has assumed responsibility
- Take personal responsibility for keeping our environment clean & safe
- Recognize & encourage positive behavior
- Offer assistance to people who appear lost

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