

OUR VALUES IN ACTION

RESPECT

- Actively listen to and engage with our patients and each other.
- Act with kindness and courtesy.
- Uphold the value and dignity of all people.
- Accept differences of opinion, feelings, and lived experience.
- Take care to say people's names accurately and use their stated pronouns.

ACCOUNTABILITY

- Do our best every day.
- Play by the rules, doing our jobs safely and conscientiously.
- Reliably follow through on our commitments and responsibilities, or honestly say when we can't.
- Own our mistakes just as we celebrate our successes.
- Recognize and acknowledge when our actions have caused harm, and take action towards repair.

INTEGRITY

- Be honest and ethical.
- Operate and communicate with transparency in our jobs and work relationships.
- Be authentic, say what we mean and mean what we say.
- Speak up when we see issues or behaviors that need attention.
- Do the right thing even when it's difficult or no one is looking.

COLLABORATION

- Share our knowledge and skills, welcome others' ideas, and consider whose voice may be missing.
- Put each other's strengths to work.
- Assume the best about each other.
- Communicate clearly and check for shared understanding.
- Promote belonging for everyone, notice who is missing, and invite additional perspectives.

INNOVATION

- Be open to change.
- Embrace curiosity and continuous learning.
- Encourage team members to share ideas and best practices, and actively support their involvement.
- Ask hard questions, make data-driven decisions, and be willing to navigate discomfort to learn new things.
- View challenges as opportunities to find a better way.