

# CREDO

We provide excellence in healthcare, research and education.

We treat others as we wish to be treated.

We continuously evaluate and improve our performance.



## CREDO BEHAVIORS

### Expected Performance

#### **I make those I serve my highest priority.**

- Answers questions, ensures understanding and facilitates learning.
- Prioritizes to ensure satisfaction despite time pressures and significant obstacles.
- Stays accessible to provide assistance and support when needed.

#### **I respect privacy and confidentiality.**

- Maintains the confidentiality of sensitive information.
- Discusses confidential matters in a private area and only with the appropriate person(s).
- Keeps written/electronic information out of the view of others and disposes of written information appropriately.
- Knocks prior to entering an office or patient's room. Asks permission to enter and identifies self using AIDET techniques where appropriate.
- Follows organizational systems, policies and procedures.

#### **I communicate effectively.**

- Introduces self to others.
- Wears ID badge above the waist where name and title are easily visible. Staff member obtains a temporary badge when they do not have an ID.
- Smiles, makes eye contact and greets others. Speaks in a culturally appropriate and understandable manner. Shows concern and interest; actively listens.
- Recognizes that body language and tone of voice are important parts of communication and uses them appropriately. Continuously gives positive messages through tone of voice and body language.
- Listens and responds professionally to dissatisfied, patients, visitors and/or colleagues.
- Creates clear, complete written communications. Considers perspective and knowledge-level of recipient. Solicits input on communications.
- Communicates in a timely and appropriate manner. (Example: Does not use email to resolve complex issues or to address emotionally charged situations.)

#### **I conduct myself professionally.**

- Recognizes the increasing diversity of our community and seeks to understand the cultures of the individuals we serve. Communicates and behaves in ways that are culturally appropriate.
- Continuously learns and improves skills.
- Strives to maintain personal well-being and balance of work and personal life.
- Holds self and others accountable for achieving performance expectations.
- Demonstrates safe working practices and maintains a clean work environment.
- Exhibits pleasant and amiable behavior during interactions.
- Remains calm when confronted with or responding to pressure situations.
- Consistently adheres to department and/or medical center policies.
- Refrains from loud talk and excessive noise — a quiet environment is important to heal, learn and work.
- Refrains from criticizing Vanderbilt in the workplace and in the community. Discusses internal issues only with those who need to know or can solve the problem.

#### **I have a sense of ownership.**

- Takes ownership of problems until resolved.
- Uses appropriate resources to effectively and efficiently resolve problems.
- Willingly participates in discussions on problem resolution, asks for and provides timely and honest feedback.
- Works to make progress towards personal and team goals, despite difficulties.
- Follows departmental policies and procedures. Willingly adapts to new policies and guidelines.
- Willingly accepts challenging assignments. Works to support organizational changes.
- Is mindful of cost of organizational resources and works efficiently and effectively to minimize waste (time, supplies, etc.).

#### **I am committed to my colleagues.**

- Treats all individuals fairly and with respect.
- Provides constructive feedback privately.
- Promotes cooperation within and across departments.
- Provides open and honest communication to peers and to all members of the Vanderbilt Community.

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it's who we are

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I acknowledge that I have received a copy of Vanderbilt University Medical Center's Credo Behaviors. I understand I am accountable for knowing and exhibiting these behaviors.

Print name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_