

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.



C R E D O B E H A V I O R S

I Aspire to Expert Performance

I make those I serve my highest priority.

- Makes others feel appreciated. Sets standards and acts as a role model for providing excellent service.
- Finds creative and effective ways to ensure the needs of people he/she serves are the basis of all decisions and initiatives.
- Anticipates needs and responds proactively.

I respect privacy and confidentiality.

- Identifies and acts to eliminate risks to the confidentiality of data and systems.
- Identifies opportunities and makes recommendations to improve or correct practices that could breach confidentiality.
- Actively submits ideas to improve systems for maintaining confidentiality.
- Knocks, asks permission to enter and identifies self using AIDET as appropriate. Stays actively aware of the environment and intervenes when privacy issues emerge. Coaches team members to follow procedures.
- Encourages appropriate use of systems; corrects and informs others about appropriate systems use.

I communicate effectively.

- Introduces self to others. Introduces others on the team and informs of their role.
- Reminds peers and colleagues to wear ID badge or place it where it is clearly visible.
- Models effective interactions and teaches others ways to put people at ease and to develop trusting relationships.
- Models and coaches colleagues in effective listening and communications techniques.
- Models and coaches colleagues in active listening techniques and managing conflict.
- Teaches others clear and effective written communication skills. Acts as a resource for review and feedback.
- Coaches others on how to best communicate.

I conduct myself professionally.

- Actively seeks to learn about different cultures in our community and the potential implications cultural differences might have for a given situation. Teaches others in work area(s) when unique situations arise.
- Shares knowledge and mentors others (conducts in-services, etc.)
- Maintains personal well-being and balance of work and personal life. Creates an environment where others feel compelled to do the same.
- Works to exceed and helps others exceed performance expectations.
- Anticipates potential safety problems or obstacles and develops plans to eliminate them.
- Exhibits leadership by setting a pleasant example and encouraging others to follow. Provides feedback and coaching to others on professional behavior (cup of coffee conversation).
- Serves as a role model to others in maintaining composure and professionalism during pressure situations.
- Makes suggestions for policy revisions. Actively participates in discussions to increase compliance to department and/or medical center policies.
- Actively seeks and takes measures to decrease noise in the environment.
- *Manages Up* Vanderbilt in the workplace and in the community. Tells others about the positive aspects of working at Vanderbilt.

I have a sense of ownership.

- Recognizes and addresses systematic problems negatively impacting satisfaction or processes.
- Generates solutions to complex problems quickly and with minimal use of resources.
- Persists until personal and team goals are achieved and understands when change is necessary.
- Puts the good of the whole ahead of self or team.
- Makes recommendations to improve policies and procedures.
- Seeks out challenging opportunities and enjoys overcoming obstacles.
- Identifies and implements cost saving initiatives.

I am committed to my colleagues.

- Values and helps others appreciate individual differences.
- Persists until personal and team goals are achieved. Recognizes and celebrates accomplishments.
- *Manages Up* other departments. Seek ways to collaborate.
- Encourages transparency and open and honest communication in all situations.

it's who we are
