



THE WELLSTAR EXPERIENCE CELEBRATION KIT

We Pursue Excellence



We Pursue Excellence

The following materials will help you dive deeper and explore the two standard behaviors that align to our value of **We Pursue Excellence**:

- Take responsibility
- Explore with curiosity

Each exercise has questions designed to help you and your team engage and brainstorm ways to bring these behaviors to life every day.

WHAT'S INCLUDED:

- ✓ Overview
- ✓ Your Role & Leader Behaviors
- ✓ Self- Reflection Questions
- ✓ Team Discussion Questions
- ✓ Instructions for Monthly Competition

STANDARD BEHAVIORS

Our standard behaviors bring our values and PeopleCare to life and give us guidance for how we conduct ourselves and how we interact with each other, our patients and consumers. There are two standard behaviors associated with each of our values. This month, we'll focus on the standard behaviors that support **We Pursue Excellence**:

Take responsibility

- I put safety first and speak up when something isn't right.
- I am accountable for my work and accept responsibility for my actions.
- I am dependable. I do what I say I am going to do.
- I use feedback to improve my performance.

Explore with curiosity

- I ask questions when I don't understand.
- I embrace change with a positive mindset.
- I suggest and engage in new ways to improve our work.
- I actively learn new things to grow my skills and knowledge.

Your Role

As a leader, you possess the unique ability to create and nurture an environment where team members feel inspired and empowered to consistently exhibit our standard behaviors so they can be difference makers. Team members will look to you as their guide so it will be important to:



Take responsibility

Hold yourself accountable to the same standards you expect from your team, embodying the standard behaviors in every interaction, every time. This demonstrates that, regardless of role or job title, everyone is equally accountable for upholding the Wellstar Experience.

Explore with curiosity

Partner with others to share stories, ideas and best practices to enhance our collective efforts to deliver PeopleCare in every interaction.

As leaders, in addition to modeling our six system standard behaviors, it is also our responsibility to create a supportive environment for our team members to **take responsibility** and **explore with curiosity**. Here are some examples of how we create this supportive environment:

Take responsibility

When leaders consistently...

- Model our standards and provide coaching and feedback to ensure accountability of others
- Establish clear responsibilities and processes for measuring progress and results
- Proactively share helpful information with others and respond to requests in a timely manner

Then team members are empowered to...

- Put safety first and speak up when something isn't right
- Be accountable for their work and accept responsibility for their actions
- Be dependable. They do what they say they are going to do
- Use feedback to improve their performance

Explore with curiosity

When leaders consistently...

- Partner with others to understand opportunities and create solutions
- Inquire about career aspirations and share opportunities to help others grow
- Take action to develop new skills, reflect and seek feedback to continuously improve

Then team members are empowered to...

- Ask questions when they don't understand
- Embrace change with a positive mindset
- Suggest and engage in new ways to improve our work
- Actively learn new things to grow their skills and knowledge

Self-Reflection Questions

Prepare for your team discussion by reflecting on the questions below. Write your answers down in a journal, a notes app or a notebook and be prepared to share your thoughts or stories when you connect with your team.

Self-Reflection Questions **About You:**

- 1 *In what specific ways do I lead by example when it comes to prioritizing safety, accountability and continuous improvement in our work?*
- 2 *How am I supportive of my team's efforts to innovate and improve?*
- 3 *Where do I have opportunities to demonstrate these two standard behaviors with greater consistency?*
- 4 *Can you think of another leader who demonstrates these behaviors well? (Consider letting them know by sending a ShineWell card!)*

Self-Reflection Questions **About Your Team:**

- 1 How does my team demonstrate these behaviors today?
- 2 Are there role models within my team who exhibit these behaviors consistently? Spotlight team members who reflect our standard behaviors via ShineWell.
- 3 How do I create an environment that is supportive of these behaviors for my team?
- 4 Where does my team have opportunities to demonstrate these behaviors with more consistency?

Team Discussion Questions

During your team huddle or meeting, you can use the following talking points:

- I'm excited for us to reflect on how our team brings We Purse Excellence to life through our standard behaviors **take responsibility** and **explore with curiosity**.
- We know that team member experience and patient experience are linked. The way we treat and show up for one another directly impacts how we show up for our patients and their families. So, we use our standard behaviors to ensure we are creating consistently meaningful connections. And when we deliver that experience across the system, PeopleCare comes alive!
- As I was reflecting on how we do this, I thought about...

I'll give you a few moments to think about the following questions.

- 1 How do we prioritize safety in our daily work routines?
- 2 What does it mean to accept responsibility for our actions, even when things go wrong?
- 3 Can you share an example of a time when we implemented a new idea or process to improve our work?
- 4 What does it look like if we're not taking responsibility or exploring with curiosity?
- 5 When have you seen these behaviors demonstrated well on our team?

MONTHLY COMPETITION

Join the Safety First Challenge!

Every member of our team plays a crucial role in ensuring the safety of each other, our patients and our visitors. It's time to showcase your team's commitment to safety as we emphasize how **We Pursue Excellence**.

Use your phones to create short videos that capture your team's safety initiatives and the impact they're having on creating a safer work environment. Whether it's improving communication, implementing new policies, adopting better ergonomics or approving funding for safety initiatives, every effort counts!

Explore with curiosity as we share video submissions to learn about the outstanding safety efforts happening across departments and cast your vote for the winner. Will your team be crowned the Safety First Difference Maker?! Submit your videos to Wellstar.Experience@wellstar.org.

*As you create your videos, we want to emphasize the importance of patient safety and privacy. In order to protect our patients' rights and privacy, we kindly remind you to not include any patients, identifiable or otherwise, in your videos.



+ + Be a difference maker. + +

