

The Wellstar Experience

Defining the Wellstar Experience

Our Mission

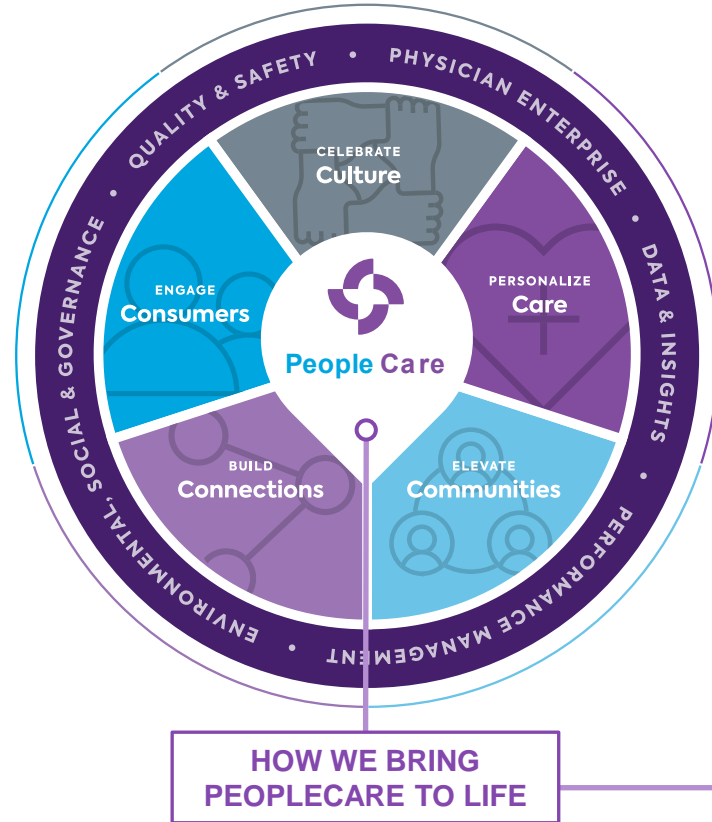
To enhance the health and well-being of every person we serve.

Our Strategic Destination

An ecosystem of care powered by a digital operating model.

Our Vision

To deliver world-class healthcare to every person, every time.




We bring PeopleCare to life through our rallying cry, values and standard behaviors.


PEOPLECARE

 We serve with compassion.
Connect with purpose.
Care and support.

 We pursue excellence.
Take responsibility.
Explore with curiosity.

 We honor every voice.
Welcome and include.
Collaborate and celebrate.

BE A DIFFERENCE MAKER

 Wellstar

OUR JOURNEY TO HONOR EVERY VOICE



Standing Leadership,
Governance &
Committee Meetings



Clinical
(non-bedside)



Consumers,
Patients & Families



Physicians
& Nurses



Cross-functional
Groups (by facility)



Shared
Services



Safety & Quality . BRG's and DEI . Trust
Baldrige Performance Excellence . Lean
HRO/Just Culture . Magnet



PEOPLECARE

**BE A DIFFERENCE
MAKER**

Our Standard Behaviors Bring PeopleCare to Life



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compassion.**

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The Wellstar Experience

The way we show up for each other impacts how we show up for our patients. The Wellstar Experience serves as our guide for how we interact with each other and every person we are privileged to serve. It's how we do it differently-and better-than anyone else. The Wellstar Experience brings our values to life and is the foundation for everything we do.

It is PeopleCare.



We serve with compassion.

Connect with purpose.

- **I greet others with a smile** and give my full attention in every interaction.
- **I introduce myself**, share my role and call others by their preferred name.
- **I listen** without interrupting and confirm what I have heard.
- **I clearly communicate**, find answers and explain next steps.

Care and support.

- **I treat everyone with kindness and respect.**
- **I help** others.
- **I honor personal boundaries** for all.
- **I take care of my well-being.**



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.



We honor every voice.

Welcome and include.

- **I take actions to include others** and foster a sense of belonging.
- **I seek to understand others** because I want to know their point of view.
- **I ask for advice** if I am not sure how to talk to others who are different from me.
- **I join conversations with an open mind** and look for the good in others.

Collaborate and celebrate.

- **I work well with others** in accomplishing shared goals.
- **I contribute** to my team's success.
- **I share information** with the team and provide the chance to ask questions so we can make the best decisions.
- **I thank others** and celebrate the successes of those around me.

Our purpose: Be a difference maker.

Let's Reflect

- What does “*be a difference maker*” mean to you?
- How is our collective team a difference maker?
- How has someone been a difference maker to you?
- What are ways we can incorporate “*be a difference maker*” into our day-to-day interactions and communications?

Questions?