

I AM THE PATIENT EXPERIENCE PLEDGE



» **OUR MISSION:** To improve the life of every child through dedication to exceptional clinical care, research, education and advocacy.

» **I PLEDGE:** To demonstrate the following values each and every day in my service to patients, families, visitors, co-workers, and professional partners.

I will make a personal commitment to SAFETY by:

- » Approaching work with a high level of mindfulness to ensure safety and prevent errors
- » Being accountable for clear and complete communication
- » Supporting a questioning attitude
- » Finding, correcting and reporting errors that affect personal, employee and patient safety

I will show a POSITIVE ATTITUDE by:

- » Being considerate of people's feelings
- » Having a positive outlook and speaking of Children's in a good way
- » Being responsive to comments, requests and feedback
- » Seeing the best in people and circumstances

I will demonstrate SERVICE EXCELLENCE by:

- » Treating each child as if he/she is my own
- » Providing the best experience regardless of my role or responsibility
- » Taking action to answer questions, seek answers, or find the right person to help
- » Always treating everyone as a valued individual

I will act with INTEGRITY by:

- » Protecting the privacy of health care information
- » Doing the right things on behalf of those I serve
- » Speaking with sincerity and presenting a genuine version of myself
- » Preventing situations that are considered inappropriate

I will be ACCOUNTABLE by:

- » Following through on commitments
- » Working to resolve matters brought to my attention
- » Displaying pride in the organization and taking responsibility for maintaining a healthy and clean environment
- » Being a positive presence and ensuring my work-related or personal frustrations are kept separate from patient care and professional activities

I will act with RESPECT by:

- » Recognizing everyone has their own needs and background
- » Communicating openly and honestly, and in a way that's easy to understand
- » Recognizing diversity and showing appreciation for the uniqueness of all individuals

I will USE RESOURCES WISELY by:

- » Being respectful of everyone's time
- » Supporting the goals of the organization through my own actions
- » Identifying the best solutions while carefully weighing cost, need, and benefit

I am the Patient Experience