# The Children's Way Values



### Kids first.

curiosity to find better and see endless possibilities. are inspired by children— It's all about the kids. We right thing. solutions and do the bringing courage and We channel that spirit they are optimistic, resilient

- I take it personally from harm, environment, free to create a safe
- I speak up when there is a better way or I'm work at Children's. concerned because "good enough" doesn't
- I make decisions that prioritize the needs of kids
- l understand that health and I strive to treat each equity starts with me, to be treated. person as they would like
- I embrace the spirit of a joy, wonder, playfulness child, applying a sense of and fun to my work.



# Listen, really listen.

respect each person's uniqueness. and communities. We relationships with individuals questions, and build trusting compassion, ask meaningful tell, so we listen with Each person has a story to

- I am present in every I respond to what's being conversation. I take time and give my full attention
- and tell their stories. said with words and body it safe for others to share their opinions, ask questions language. I work to make
- considering their impact of my words and body I manage my reactions. on others. language, and commit to Lunderstand the power
- lappreciate opinions person's point of view. different from my own and situation from the other seek to understand the
- I ask questions to learn individual's beliefs and priorities. I show respect whenever possible. by using people's names more about each



# Own outcomes.

learning and improving. excellence and never stop are fireless in our pursuit of extraordinary service. We all in 200% — accountable another to provide to ourselves and to one Results define us, so we are

- I do my best. I know what's expected of me.
- I help others to be their "It's not my job." and never, ever say, very best, I go above and "What more can I do?" beyond, I always ask,
- I view feedback as a gift feedback in the moment I seek and also provide honest and constructive
- go as planned.
- Lidentify and solve problems quickly.



- and where I can improve I know what I'm good at
- I try out new ideas and as well as what doesn't learn from what goes wel





## Join together.

with our patients, families We are stronger together are all caregivers. community and one trump super heroes. We another. Super teams

 I collaborate with others I view us as one toward the same goal. Children's team, working

higher standards. We love

- I communicate often and clearly. I don't assume each bring to the team. and trust the skills we
- I think of the impact on others before making any that I'm understood. decision,
- I believe mistakes what is learned from them create opportunities for with others. improvement and I share



Be remarkable.

expected because we have what health care can be We go beyond what's innovators, reimagining unlike any other. We are deliver an experience Kids are counting on us to today and in the future.

- I give whatever makes me our work and let it show. and support of others. special and am generous with my time, creativity
- I never overlook or something that needs someone who needs help
- I am positive. I expect the best and give my best to attention. find a real connection
- I care. I anticipate the action. needs of others and take with each person. I meet person feels unique. approach so each and personalize my
- I do whatever it takes to provide the best service





# Families as Partners Pathways

Advisory Council (FAC)

and patient improve the family centered care and to enhance familystaff to promote and collaboratively with experiences working and outpatient represent inpatient facilities. They of Children's received care at one children have parents whose diverse group of Advisory Council is a The Family

> Family Advocates

Family Advocates play a role in advocating on behalf of Children's patients and on the behalf of the health of children. Families receive specific training and are informed of advocacy opportunities in regard to public policy issues affecting the health of children.

Family-to-Family Program

Families use their experiences to mentor, provide encouragement, emotional support and non-medical information to other families in a variety of ways, including one-to-one matches between families and family volunteers with similar experiences.

Family Advisors

Family Advisors are designated family representatives involved in committees, design teams, unit advisory councils, experience teams, policy groups, family panels, family focus groups and family testimonial events.

Youth
Advisory
Council (YAC)

The Youth Advisory
Council is a group of
patients and siblings
who provide
feedback on issues
related to healthcare
experiences that are
important to
children and teens.
They work in
partnership with
Child Life staff.

Updated 9/2/10



experience.