

The Children's Way Values



Kids first.

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

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



Listen, really listen.

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

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



Own outcomes.

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

- I do my best. I know what's expected of me. I know what I'm good at and where I can improve.
- I help others to be their very best. I go above and beyond. I always ask, "What more can I do?" and never, ever say, "It's not my job."
- I view feedback as a gift. I seek and also provide honest and constructive feedback in the moment.
- I try out new ideas and learn from what goes well as well as what doesn't go as planned.
- I identify and solve problems quickly.



Join together.

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

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

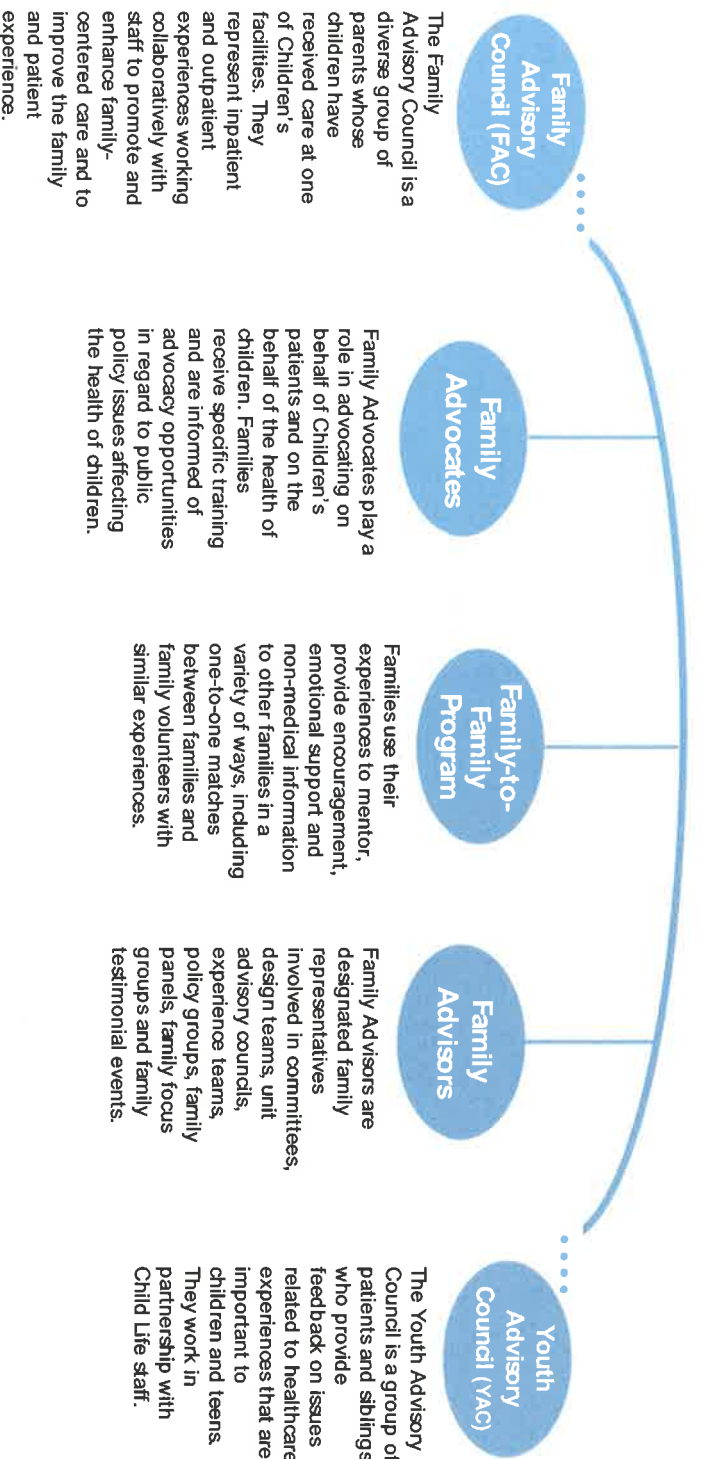


Be remarkable.

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

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

Families as Partners Pathways



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