Credo
We provide excellence in healthcare, research and education.
We treat others as we wish to be treated.
We continuously evaluate and improve our performance.

C R E D O  B E H A V I O R S
I Aspire to Expert Performance

I make those I serve my highest priority.
• Makes others feel appreciated. Sets standards and acts as a role model for providing excellent service.
• Finds creative and effective ways to ensure the needs of people he/she serves are the basis of all decisions and initiatives.
• Anticipates needs and responds proactively.

I respect privacy and confidentiality.
• Identifies and acts to eliminate risks to the confidentiality of data and systems.
• Identifies opportunities and makes recommendations to improve or correct practices that could breach confidentiality.
• Actively submits ideas to improve systems for maintaining confidentiality.
• Knocks, asks permission to enter and identifies self using AIDET as appropriate. Stays actively aware of the environment and intervenes when privacy issues emerge. Coaches team members to follow procedures.
• Encourages appropriate use of systems; corrects and informs others about appropriate systems use.

I communicate effectively.
• Introduces self to others. Introduces others on the team and informs of their role.
• Reminds peers and colleagues to wear ID badge or place it where it is clearly visible.
• Models effective interactions and teaches others ways to put people at ease and to develop trusting relationships.
• Models and coaches colleagues in effective listening and communications techniques.
• Models and coaches colleagues in active listening techniques and managing conflict.
• Teaches others clear and effective written communication skills. Acts as a resource for review and feedback.
• Coaches others on how to best communicate.

I conduct myself professionally.
• Actively seeks to learn about different cultures in our community and the potential implications cultural differences might have for a given situation. Teaches others in work area(s) when unique situations arise.
• Shares knowledge and mentors others (conducts in-services, etc.)
• Maintains personal well-being and balance of work and personal life. Creates an environment where others feel compelled to do the same.
• Works to exceed and helps others exceed performance expectations.
• Anticipates potential safety problems or obstacles and develops plans to eliminate them.
• Exhibits leadership by setting a pleasant example and encouraging others to follow. Provides feedback and coaching to others on professional behavior (cup of coffee conversation).
• Serves as a role model to others in maintaining composure and professionalism during pressure situations.
• Makes suggestions for policy revisions. Actively participates in discussions to increase compliance to department and/or medical center policies.
• Actively seeks and takes measures to decrease noise in the environment.
• Creates optimism in the workplace.

I have a sense of ownership.
• Recognizes and addresses systematic problems negatively impacting satisfaction or processes.
• Generates solutions to complex problems quickly and with minimal use of resources.
• Persists until personal and team goals are achieved and understands when change is necessary.
• Puts the good of the whole ahead of self or team.
• Makes recommendations to improve policies and procedures.
• Seeks out challenging opportunities and enjoys overcoming obstacles.
• Identifies and implements cost saving initiatives.

I am committed to my colleagues.
• Values and helps others appreciate individual differences.
• Persists until personal and team goals are achieved. Recognizes and celebrates accomplishments.
• Manages Up other departments. Seek ways to collaborate.
• Encourages transparency and open and honest communication in all situations.

it’s who we are
VANDERBILT UNIVERSITY
MEDICAL CENTER