



## **WE WILL EXCEL**

**PROFESSIONALISM - CARING - COMMUNICATION - QUALITY - INNOVATION**

**We approach our work in a professional manner:**

I will model integrity by being honest and trustworthy in my work.  
I will promote accountability by being responsible for my own actions.  
I will discuss confidential and personal information in a private area.  
I will work together with my colleagues to achieve our common goals.  
I will demonstrate respect by treating others as I would expect to be treated.  
I will treat our facilities and equipment as I would treat my own.  
I will be on time for work, meetings and other commitments.  
I will abide by the organization's dress code.  
I will accept constructive feedback.

**We believe effective communication is fundamental to everything we do:**

I will introduce myself to patients, families, visitors and colleagues.  
I will explain the expected duration of procedures, visits and delays to patients.  
I will share appropriate information with people in a timely manner.  
I will communicate effectively by speaking clearly and actively listening while learning and sharing information.  
I will wear my ID badge where it can easily be seen.  
I will communicate effectively through all levels of our organization.  
I will communicate with sincerity, honesty and cultural understanding.

**We are sensitive to the needs of those we serve:**

I will always act with compassion, kindness, empathy and patience.  
I will be respectful and courteous to everyone because they are important to our organization.  
I will make myself available to those in need.  
I will respect cultural, religious and social backgrounds.

**We are committed to quality service:**

I will be committed to understanding and applying best practices.  
I will continually review my performance and strive to improve myself and the outcome of my work.  
I will be committed to everyone's safety.  
I will pursue my duties to completion.  
I will strive to be helpful in every situation.  
I will demonstrate and encourage positive behaviors.

**We always look for better ways to take care of our patients:**

I will take pride and ownership in innovation within OU Medicine by committing to new technology and research.  
I will be committed to developing new knowledge and sharing it with others.  
I will promote innovation that will benefit those we serve.  
I will actively support, mentor and coach to foster a constructive learning environment.  
I will pursue opportunities to learn and grow.

These standards of excellence have been developed by a team of OU Medicine employees to establish specific behaviors that apply to all employees are expected to practice while at work. By incorporating these standards as a measure of overall work performance, OU Medicine makes it clear that employees are expected to adhere to and practice the standards of excellence. I have read and understand the OU Medicine Standards of Excellence and I agree to comply with and practice this standards. I understand that OU Medicine Standards will become a part of the basis upon which my performance is evaluated.

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**Printed Name**

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**Signature**

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**Date**