



## Our Values in Action

These “guideposts” were collaboratively developed by all RWHC staff in May, 2016, as a way of furthering the values of our organization and holding ourselves accountable to what is important in our shared workplace. They are not “rules” but rather guidelines and will be updated from time to time with more current examples. They will be incorporated in our employee handbook and utilized as appropriate in job applicant interviews and staff performance reviews. We will encourage “shout outs” of positive actions observed, particularly at “all-staff” meetings.

### **Trust**

1. I do what I say I will do
2. Am clear about my expectations
3. Trust first, until proven otherwise

### **Collaboration**

1. Always assume good intent in all forms of communication
2. Stay aware of my interactions with others to assure that I am approachable
3. Look for opportunities to acknowledge and engage other RWHC staff
4. Understand my individual strengths as well as what I need from team members

### **Creativity**

1. Understand that creativity is the foundation to advance the organization
2. Appreciate that some new ideas fail, and some new ideas take more than one attempt
3. Listen actively to new ideas without bias as new ideas bring change

### **Excellence**

1. Put pride in my work
2. Achieve standards in protocol and not stop there
3. Find satisfaction in a job well done, even when it is not acknowledged by others
4. Acknowledge excellence in others

### **Pride**

1. Always do work, however small, that I will be proud to see under the RWHC logo
2. Provide service excellence to rural healthcare through collective teamwork
3. Take joy in the work I do for others

### **Openness**

1. Ask when I don't know
2. Share my ideas without hesitation

### **Individual Development**

1. Acknowledge that I am responsible for my own individual professional development
2. Participate in relevant educational opportunities and share what I know
3. Do an ongoing assessment of what I need to know and learn
4. Embrace new ideas and projects as a way to learn

### **Productivity**

1. Am here now; showing up physically and mentally
2. Refresh as needed
3. Keep clients and company expectations in the forefront when making decisions

### **Responsibility**

1. Go beyond what is expected
2. Find the person who knows when I don't
3. Stay current on best practices