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**FOSTER
UNITY**



O

**OWN THE
MOMENT**



C

**CHAMPION
EXCELLENCE**



U

**UNITYPOINT
HEALTH**



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**SEIZE
OPPORTUNITIES**

FOCUS

We will be the place where leaders want to lead, physicians want to practice, staff want a career and patients must have their care.



UnityPoint Health

FOSTER UNITY



- Use the skills and abilities of each person to enable great teams.
- Collaborate across departments, facilities, business units and regions.
- Seek to understand and are open to diverse thoughts and perspectives.

HOW WE DO IT:

- Listen first in order to understand.
- Work as one team
- Celebrate each other.
- Collaborate with others and use AIDET.

OWN THE MOMENT



- Connect with each person treating them with courtesy, compassion, empathy and respect.
- Enthusiastically engage in our work.
- Accountable for our individual actions and our team performance.
- Take responsibility for solving problems, regardless of origin.

HOW WE DO IT:

- Make moments matter.
- Be accessible and welcoming.
- Take ownership and manage each other up.
- Take pride in our environment.
- Escort guests to their destinations.

CHAMPION EXCELLENCE



- Commit to the best outcomes and highest quality.
- Have a relentless focus on exceeding expectations.
- Believe in sharing our results, learning from our mistakes and celebrating our successes.

HOW WE DO IT:

- Learn from others.
- Be aware of your tone and energy.
- Maintain an excuses free culture.
- Share stories and celebrate accomplishments.

SEIZE OPPORTUNITIES



- Embrace and promote innovation and transformation.
- Create partnerships that improve care delivery in our communities.
- Have the courage to challenge the status quo.

HOW WE DO IT:

- Pursue greatness.
- Anticipate the needs of guests, patients and co-workers.
- Build open and sincere relationships.
- Embrace and promote change.
- Identify opportunities where we can be better.