

I care about **quality**

My Best

Doing your best is personal. Please take a few moments to consider this idea more fully by responding to the questions below.

What Gets in the Way of You Doing Your Best?

1. The choice to do less than our best is often triggered by our thoughts and feelings. Put a check mark next to the thoughts and feelings you've had that lead to you doing less than your best. Choose all that apply.

I may choose not to do my best when:

- I am stressed out and feeling overwhelmed.
- I think what I am expected to accomplish is unfair.
- I do not agree with the policy I'm asked to enforce.
- I think what I am being asked to do makes no sense.
- I see others slacking off, taking shortcuts.
- I really don't think doing more or "better" will make a difference.
- I only have time to focus on meeting my productivity goals.
- I don't like this internal or external customer.

Other _____

"My Best" Motivators

2. The choice to do our best is often motivated by reasons that matter to us personally. Put a check mark next to reasons that motivate you. Choose all that apply.

I am motivated to do the right thing because:

- I believe that the work I do matters to our patients, clients, and my coworkers.
- I know how it benefits my customers.
- I understand that the quality of my work contributes to our reputation as a company.
- I like how it makes me feel about myself.
- I live up to my own standards.
- I am an example of living up to my company's values.
- I am committed to my personal success.
- I want to do my part because I like and respect my coworkers.
- I am committed to the success of our company.
- I earn the respect of others.

Other _____

Everyday
Excellence

I care about quality

My Best

August 2016



I care about quality

What I do and how I perform matter. My customers make critical decisions based on health information we provide. I strive to produce error-free work by relying on my skills, training, and experience.



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- I do not agree with the policy I am asked to enforce.
- I think what I am being asked to do makes no sense.
- I see others slacking off, taking shortcuts.
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- I only have time to focus on meeting my productivity goals.
- I don't like this internal or external customer.

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My Best

The choice to do our best is often motivated by reasons that matter to us personally. When are you motivated to do your best?

- I believe the work I do matters to our patients, clients, and my coworkers.
- I know how it benefits my customers.
- I understand that the quality of my work contributes to our reputation as a company.
- I like how it makes me feel about myself.
- I live up to my own standards.
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