

LIVING OUR VALUES



to provide an exceptional Experience for Patients and Employees at
UC Davis Health.

About Our Values

Dive into the heart of our community as we share the results of extensive research, including surveys with over 1600 patients and their families, and feedback from over 400 employees.

Our Values



Kindness



Trust



Inclusion

Goals of Our Values

Know our values – Reflect on what each value means to you.

Build our values into everyday behaviors.

Live our Values to create a world class experience for employees and patients.

How to Live Our Values

Follow through on what you say you will do and when you say it will be done.	Greet people by name, and with a smile (even when on the phone).	Express interest in people as individuals. Ask about their life beyond the hospital, office, clinic...	Speak positively about colleagues, patients, staff members, and the organization
Engage in thoughtful communication, being mindful of words and tone.	Be mindful of tone and word choice, while acknowledging that we all have unconscious biases.	Keep private or confidential information private and confidential.	Truly listen to patients, colleagues and coworkers, don't just hear what they tell you.
Ensure patients and team members summarize their care plan or task to confirm understanding.	Actively listen and offer support to those around you.	Introduce yourself. Share what role you play in the organization.	Be open minded of other people's cultures, beliefs, foods, and celebrations.

How will you.....



Think Differently



Plan Differently



Act Differently