

## Research Commitments to Ochsner Values

- We are empowered to “stop the line”
- Provide a united front: “I’ve got your back”
- Vent up with courage & candor
- Assume positive intent
- Provide positive as well as constructive feedback
- Embrace a shared vision with clear action and accountability



## We are empowered to “stop the line”

### *See, Say, Act*

I will speak up with concerns.

I will suggest solutions or improvements.

I will report up to my team leader.

I will maintain objectivity.

I will adhere to departmental policies.

I will maintain a high level of integrity.

I will foster a supportive and empowering work environment.



*Integrity*



*Excellence*



## Provide a united front: “I’ve got your back”

### *Support, Assist, Inquire*

I will support my teammates, especially when in front of patients.

I will offer help and ask for help when needed.

I will have a friendly and welcoming attitude towards my teammates and patients.

I will communicate clearly and effectively.

I will seek ways where I can “fill the gap”.

I will be a team player.



*Teamwork*

## Vent up with courage & candor

### *Voice Concerns, Use Appropriate Channels*

I will communicate positively.

I will speak up if assistance is needed.

I will be transparent with my leader.

I will voice concerns and important matters to my leader.



*Integrity*

## Assume Positive Intent

*Be Positive, Seek a Solution*

I will see beyond my personal emotions.

I will focus on the situation at hand.

I will keep an open mind.

I will think before acting.



*Compassion*

## Provide Positive as Well as Constructive Feedback

### *Define Expectations, Listen Actively*

I will clearly define expectations.

I will be empathetic with others.

I will analyze the root cause before providing constructive feedback.

I will include my team in problem solving.

I will be cognitive and mindful when delivering a message and explain the “why”.

I will listen actively and be open-minded when receiving feedback.



***Compassion***



***Excellence***



## Embrace a shared vision with clear action and accountability

### *Define Roles and Processes*

I will take pride in my workplace.

I will assess, diagnose, plan, implement and evaluate (A.D.P.I.E).

I will communicate clearly.

I will foster a positive and inclusive environment.

I will do my part to achieve team goals.



***Excellence***



***Teamwork***