

We drive for  
**EX(CELLENCE)** – always

Culture Commitments

Huddle Packet

Learning & Organizational Development



**Atrium** Health

# We drive for EXCELLENCE – always

## *Huddle Packet*

At Atrium Health, we drive for excellence in everything we do. Through interactions with our customers, optimizing work processes, professional development and many other ways, Atrium Health teammates work hard to ensure we are **the national leader in health, learning & community.**

### How We Do It: Our Commitment Statements

Excellence is demonstrated in many ways. When we commit to driving for excellence, we are committing to act on the statements below to help us live out our Culture Commitments daily.

1 Aspire to lead in everything we do.

2 Inspire each other to be great.

3 Make every experience matter for everyone.

### What Can You Do? Ideas and Additional Resources

- Talk with your leader and take initiative to identify a process and recommend a solution that will make work simpler. Initiate change efforts that lead to flexible processes and improved performance you can measure in results.
- Encourage your peers to be excellent! Make a habit of providing support, offering guidance and encouraging your teammates. Help your teammates when they're stuck on a goal or project. Take small steps each day to inspire others to reach for excellence.
- Place your focus on our customers – internal or external! Anticipate the needs of your teammates and patients and aim to address them proactively. Put yourself in their shoes and ask yourself what you would expect or need in their situation.

# We drive for EXCELLENCE – always

## *Huddle Packet*

### Quick Tips for Driving for Excellence

- Want to improve a process, but not sure where to start?** It can be hard to get started, especially if you are new to your role. Here are some tips to help you get started.
  - **Think about the work you do.** What are your top responsibilities? What other teams and functions do these responsibilities involve? How are they connected? Knowing the answers to these questions can help you identify the processes that would create the largest benefit for you and your team.
  - **Always design with a customer focus.** Internal processes will ultimately impact both patient and teammate experience, so make sure you consider the impact of changes for both internal and external customers as you make improvements.
  - **Ensure you align your work and processes with the objectives of the group.** All processes should be supportive of team goals. As you begin developing a new process, start with considering your overall team objectives such as deadlines, regulatory requirements, budgets and other factors that could cause barriers along the way.
  
- Not sure how to support your teammates to drive for excellence?** Spend time learning about their challenges.
  - **Pay attention when people talk about barriers they encounter.** If their barriers align with something you have overcome in the past, ask if they would like to hear about how you overcame that similar obstacle.
  - **Let others know when you see them doing a great job.** Recognizing a teammate's successes isn't just the job of their supervisor. Teammates can acknowledge a job well done as well!
  - **Utilize the anniversary survey to provide your feedback.** Teammates, you are encouraged to complete your anniversary survey to provide leaders with feedback. Leaders, review your team results in the [Voice of the Teammate dashboard](#) to see what your teammates need.
  
- Need help developing a customer focus?** Organizations are most successful when they are customer focused. Here are some tips for developing that customer-oriented lens.
  - **Know who your customers are.** At Atrium Health, we have external customers, our patients and their families, and internal customers, our teammates! External and internal customers are equally important because it takes engaged teammates to achieve high levels of patient satisfaction. Make a list of your key customers and talk to them about how they feel about the service you are providing.
  - **Anticipate your customers' needs.** If you know of challenges they will likely face, prepare them as best you can to overcome them. If there is something you know they will need, get it for them or let them know that you will help them get it before they ask.