

# Being Loving Kindness



We have a shared goal and commitment of providing Loving Kindness to all. We respectfully and compassionately care for each individual and devote ourselves to others: our patients, families, staff, physicians, volunteers and visitors.

***I am committed to living this vision through the following values and behaviors.***

## ***I am welcoming.***

- I smile.
- I make eye contact.
- I introduce myself and others.
- I help others find their way.

## ***I care for each person as a family member.***

- I am empathetic.
- I am compassionate.
- I treat all kindly.

## ***I respect all.***

- I protect physical privacy.
- I protect information privacy - heard or read; electronic or paper.
- I honor all views.

## ***I listen actively, communicate clearly, and am fully present.***

- I speak to the person, not the computer.
- I engage in conversations without distraction of electronic devices (cell phones, pagers, computers). People come first.
- I speak in common language, avoiding medical jargon.

## ***I create and support a healing environment.***

- I minimize noise.
- I clean my personal workspace and all patient areas around me.
- I keep all spaces free of clutter.

## ***I am active, effective and collaborative.***

- I am prompt.
- I am timely.
- I am both present and engaged.
- I am flexible with my job responsibilities.
- I support all staff.
- I value the opinions of others.
- I show gratitude.

## ***I present a positive, professional, caring attitude.***

- I dress professionally.
- I engage in respectful dialogue.
- I listen carefully, observing both verbal and nonverbal communications.
- I have first person discussions.

## ***I am responsive and accountable.***

- I respond in a timely manner.
- I am responsible for my own behavior.