

# CARILION CLINIC VALUES

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**Our Mission:** Improve the health of the communities we serve.



## COLLABORATION

**Working together with purpose to achieve shared goals.**

- » Listen, so everyone has a voice.
- » Be open to new ideas and different perspectives.
- » Use and respect all talents and experiences.
- » Support others to achieve greater success together.
- » Embrace opportunities and alliances to build connections that fulfill our mission.



## COMMITMENT

**Unwavering in our quest for exceptional quality and service.**

- » Be a champion for our organization.
- » Respond to requests, take ownership and be accountable for our work.
- » Put the patient and customer first.
- » Provide an excellent experience with a positive attitude.
- » Understand and follow the laws and regulations that govern our work.
- » Take pride in all our facilities.



## COMPASSION

**Putting heart into everything we do.**

- » Care for others as we would like to be treated.
- » Communicate respectfully and ensure privacy.
- » Listen actively and keep an open mind.
- » Make everyone feel valued and appreciated.
- » Embrace and respect diversity.



## COURAGE

**Doing what's right for our patients without question.**

- » Support teamwork and recognize success.
- » Be welcoming and engaged.
- » Embrace change.
- » Speak up to ensure safety.



## CURIOSITY

**Fostering creativity and innovation in our pursuit of excellence.**

- » Look for ways to improve.
- » Embrace learning and share knowledge.
- » Ask questions and seek answers.
- » Embrace education and apply it to our work.