

EARN YOUR STRIPES!

Culture of Yes

TOGETHER WE:



CARE



DELIVER



INNOVATE



SERVE

 Health Care

University of Missouri Health System

As University of Missouri Health Care System employees, we strive to live the behaviors of the culture of our institution, The Culture of Yes. These behaviors are:

CARE

- Follow the 10/5 rule. If you are within 10 feet of a person, acknowledge them with a nod or smile. If you are within five feet of a person, verbally acknowledge them, such as saying “hello.”
- Give warm welcomes, anticipate the needs of others and give fond farewells. This follows the principles of AIDET: Acknowledge the person by name. Introduce yourself and explain your role. Durations (tell how long a procedure or process will probably take). Explain procedures and purposes. Thank the person, ask for questions and shake hands.

DELIVER

- Say-do ratio of 1:1. For every task you say you’ll do, make sure you accomplish it.
- Make a big impact with a small wake — get results but don’t create collateral damage.

INNOVATE

- Use everything you need and nothing more. When you encounter a challenge, create a solution where every part serves its purpose and you have little waste or excess work.
- Innovation finds a way.
- Simplicity is the ultimate sophistication. The best innovations are elegant.

SERVE

- Never vent in public. If you’re having a bad day, talk to your manager or coworker behind closed doors. We’re here to help our patients so we shouldn’t burden them with our own stress.
- Ask, “Is there anything else I can do for you? I have the time.” Let patients know you are here for them and willing to serve.