

How To Define Your Values

(Short synopsis of actual client exercise)

Building out the “Values” we believe in

1. Define them to understand them.

- **Transform**
 - To change in condition, nature, or character
 - Synonyms
 - Alter – to change; become different or modified
 - Convert – divert from original or intended use
 - Mold – to shape or form
 - Revolutionize – radical change
 - Reconstruct – to recreate in the mind from given or available information
 - Remodel – to make over
- **High Quality**
 - Adhering to an excellent standard of measure
 - Synonyms of High
 - Immense – vast; immeasurable or boundless
 - Tremendous – extraordinary in excellence
 - Lofty – elevated in style, tone, or sentiment, as writings or speech
 - Formidable – arousing feelings of awe or admiration because of grandeur or strength
 - Colossal – extraordinarily great in size, extent, or degree
 - Eminent – prominent, noteworthy
 - Synonyms of Quality
 - Character – moral or ethical quality
 - Condition – to put in a fit or proper state
 - Aspect – a way in which a thing may be viewed or regarded
 - Trait – a distinguishing characteristic
 - Affirmation – the assertion that something exists or is true
 - Attribute – to consider as a quality or characteristic
 - Constitution – the system of fundamental principles
 - Virtue – moral excellence, goodness, righteousness
- **Best Patient Experience**
 - The process or fact of personally observing, encountering, or undergoing something
 - Synonyms of Best
 - Leading – chief, principal, most important, foremost
 - First-rate – excellent, superb
 - Outstanding – marked by superiority or distinction
 - Foremost – first in place, order, or rank
 - First-class – the best, finest, or highest class
 - Paramount – chief in importance or impact
 - Unsurpassed – superior in achievement or excellence to any other
 - Synonyms of Experience
 - Background – one’s origin, education, etc. in relation to one’s present character or status
 - Involvement – an act or instance of being included

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- Participation – the fact of taking part, as in some action or attempt
- Practice – habitual or customary performance
- Reality – a real thing or fact
- Understanding – mental process of a person who comprehends
- Exposure – disclosure, as of something private or secret
- Familiarity – thorough knowledge or mastery of a thing, subject, etc.
- Evidence – to make clear, show clearly, manifest
- **Best Employee Experience (see above)**
- **Synthesize Information**
 - To combine into a single or unified entity
 - Synonyms of Synthesize
 - Incorporate – to unite or combine to form one body
 - Arrange – to place in proper, desired, or convenient order
 - Blend – to fit or relate harmoniously
 - Harmonize – to bring into agreement
 - Integrate – to bring together or incorporate into a whole
 - Orchestrate – to arrange or manipulate, especially by means of clever or thorough planning or maneuvering
 - Unify – to make or become a single unit
 - Synonyms of Information
 - Advice – an opinion or recommendation offered as a single guide to action
 - Data – individual facts, statistics, or items of information
 - Instruction – knowledge of information imparted
 - Intelligence – capacity of learning, reasoning, understanding, and similar forms of mental activity
 - Knowledge – acquaintance with facts, truths, or principles

2. Results - 3 prominent company “Values” evolved from this exercise:

- **Quality** - Ensure adherence to standards of excellence, providing all parties with prominent affirmation of a first-rate healthcare system.
- **Experience** - Deliver the best possible patient and employer/employee understanding through participation and unsurpassed knowledge management.
- **Information** – Integrate and unify data for easy-to-understand instruction and advisement.

3. From here...

- Establish “expected” behaviors associated with the newly established values (up and down the company hierarchy).
- Create communications plan for every level of leadership.
- EXECUTE the plan.
- Continual follow-up (be consistent and unwavering).