Boston Children's Values

Boston Children's values are the foundation of our culture and operations. They define who we are, guide expected behaviors at all levels of the organization, and provide the framework for how we interact with our patients, families, and colleagues. Our values are:

- ***Communication***
- ***Respect***

- ***Excellence***
- ***Accountability***

- ***Teamwork***
- ***Innovation***

Communication

Definition   Speaks and listens respectfully, communicates clearly and responds thoughtfully and promptly

Behaviors
- Shares information and ideas with others
- Keeps his/her manager informed about progress and challenges
- Communicates respectfully both verbally and non-verbally to all patients, families and colleagues
- Uses multiple channels or means to communicate important messages
- Ensures that important information from across the enterprise is shared with his/her direct reports and others as appropriate (managers/supervisors only)

Respect

Definition   Treats others with empathy and compassion; values our differences

Behaviors
- Contributes to a workplace environment that promotes respect and fairness for self and others including privacy and confidentiality.
- Demonstrates respect for different personal and professional viewpoints, philosophies and beliefs.
- Values the diversity of each individual's unique talents, life and work styles in seeking to create balanced work groups (managers/supervisors only)

Excellence

Definition   Achieves the highest standards of performance every moment of every day

Behaviors
- Models excellence through attention to detail and a focus on quality care, problem-solving and teamwork
- Makes every effort to deliver on the commitments that we make to each other and exceed the expectations of every patient family.
- As leaders we strive to keep our teams positive and empowered (managers/supervisors only)

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Accountability

Definition Holds ourselves and each other to higher standards of performance through attention to detail and personal integrity

Behaviors
- Shows a high level of integrity a willingness to take responsibility for his/her own actions and in the case of error, admits it and works to improve
- Demonstrates personal responsibility for achieving goals and commitments
- Seeks out feedback to improve processes and add to knowledge base
- Demonstrates a sense of ownership for team results, cross checking one another and communicating the need for corrective action as needed
- Creates a work environment designed for accountability by clearly defining and cascading goals for the Hospital and its staff specifically personal performance objectives, measuring results and follow through with objective evaluations and defining measures of success. (managers/supervisors only)

Teamwork

Definition Collaborates to achieve cooperative solutions

Behaviors
- Chooses to be inclusive by involving others across functions, seeking ideas and sharing resources and solutions
- Supports collaboration by building trust and strong relationships across our one enterprise
- Works together with others cooperatively to achieve our common goals
- Builds high performing team cultures based on the values of collaboration, mutual support and team cohesion (managers/supervisors only)

Innovation

Definition Demonstrates and supports openness to change and new ideas

Behaviors
- Demonstrates an openness to change in both positive mindset and behavior
- Takes a visionary view on challenges and seeks creative solutions
- Generates, evaluates and implements new ideas and adapts others' ideas collaboratively
- Creates a culture that emphasizes innovation through collaboration between team members and encourages freedom for the flow of information. Provides the necessary resources and creative space to encourage innovative behavior (managers/supervisors only)