We provide excellence in healthcare, research and education.
We treat others as we wish to be treated.
We continuously evaluate and improve our performance.

Credo Behaviors

Expected Performance

I make those I serve my highest priority.
• Answers questions, ensures understanding and facilitates learning.
• Prioritizes to ensure satisfaction despite time pressures and significant obstacles.
• Stays accessible to provide assistance and support when needed.

I respect privacy and confidentiality.
• Maintains the confidentiality of sensitive information.
• Discusses confidential matters in a private area and only with the appropriate person(s).
• Keeps written/electronic information out of the view of others and disposes of written information appropriately.
• Knocks prior to entering an office or patient’s room. Asks permission to enter and identifies self using AIDET techniques where appropriate.
• Follows organizational systems, policies and procedures.

I communicate effectively.
• Introduces self to others.
• Wears ID badge above the waist where name and title are easily visible. Staff member obtains a temporary badge when they do not have an ID.
• Smiles, makes eye contact and greets others. Speaks in a culturally appropriate and understandable manner. Shows concern and interest; actively listens.
• Recognizes that body language and tone of voice are important parts of communication and uses them appropriately. Continuously gives positive messages through tone of voice and body language.
• Listens and responds professionally to dissatisfied, patients, visitors and/or colleagues.
• Creates clear, complete written communications. Considers perspective and knowledge-level of recipient. Solicits input on communications.
• Communicates in a timely and appropriate manner. (Example: Does not use email to resolve complex issues or to address emotionally charged situations.)

I conduct myself professionally.
• Recognizes the increasing diversity of our community and seeks to understand the cultures of the individuals we serve. Communicates and behaves in ways that are culturally appropriate.
• Continuously learns and improves skills.
• Strives to maintain personal well-being and balance of work and personal life.
• Holds self and others accountable for achieving performance expectations.
• Demonstrates safe working practices and maintains a clean work environment.
• Exhibits pleasant and amiable behavior during interactions.
• Remains calm when confronted with or responding to pressure situations.
• Consistently adheres to department and/or medical center policies.
• Refrains from loud talk and excessive noise — a quiet environment is important to heal, learn and work.
• Creates a positive work environment and community perception by demonstrating one’s best professional judgment when representing Vanderbilt.

I have a sense of ownership.
• Takes ownership of problems until resolved.
• Uses appropriate resources to effectively and efficiently resolve problems.
• Willingly participates in discussions on problem resolution, asks for and provides timely and honest feedback.
• Works to make progress towards personal and team goals, despite difficulties.
• Follows departmental policies and procedures. Willingly adapts to new policies and guidelines.
• Willingly accepts challenging assignments. Works to support organizational changes.
• Is mindful of cost of organizational resources and works efficiently and effectively to minimize waste (time, supplies, etc.).

I am committed to my colleagues.
• Treats all individuals fairly and with respect.
• Provides constructive feedback privately.
• Promotes cooperation within and across departments.
• Provides open and honest communication to peers and to all members of the Vanderbilt Community.

I acknowledge that I have received a copy of Vanderbilt University Medical Center’s Credo Behaviors. I understand I am accountable for knowing and exhibiting these behaviors.

Print name

Signature

Employee ID No.

Date