

HONORHEALTH®

THE POWER OF

ONE



ICARE



Leaders,

Each and every day, you motivate your teams to do their best work. Our collective work as one team has given us many successes, and we'll continue to work together to achieve our **vision** to be the partner of choice as we transform healthcare in our community.

This workbook is meant to help you take the information from the Leadership Rally and apply it to your everyday work. You also have a packet of **You Rock** cards to encourage a culture of employee recognition.

Thank you for taking the time to participate in the Rally. I hope you'll be inspired to take your learnings back to your team and continue leading us forward.

I appreciate your commitment to HonorHealth and look forward to a bright future.

Todd LaPorte
HonorHealth CEO



"Thanks to these very special nurses, our first child birth will be remembered as nothing less than spectacular. We feel very blessed we were able to have such an amazing team with us on our big day and hope we get the honor to have them again when we have our second child."

—Ron P., husband of patient
HonorHealth Scottsdale Osborn Medical Center

"Alyssa, RN, had the difficult task of dealing with an angry, confused and frustrated old man. Through patient, positive and gentle guidance, she reassured me that it was all for my good and that my attitude would have a lot to do with my recovery."

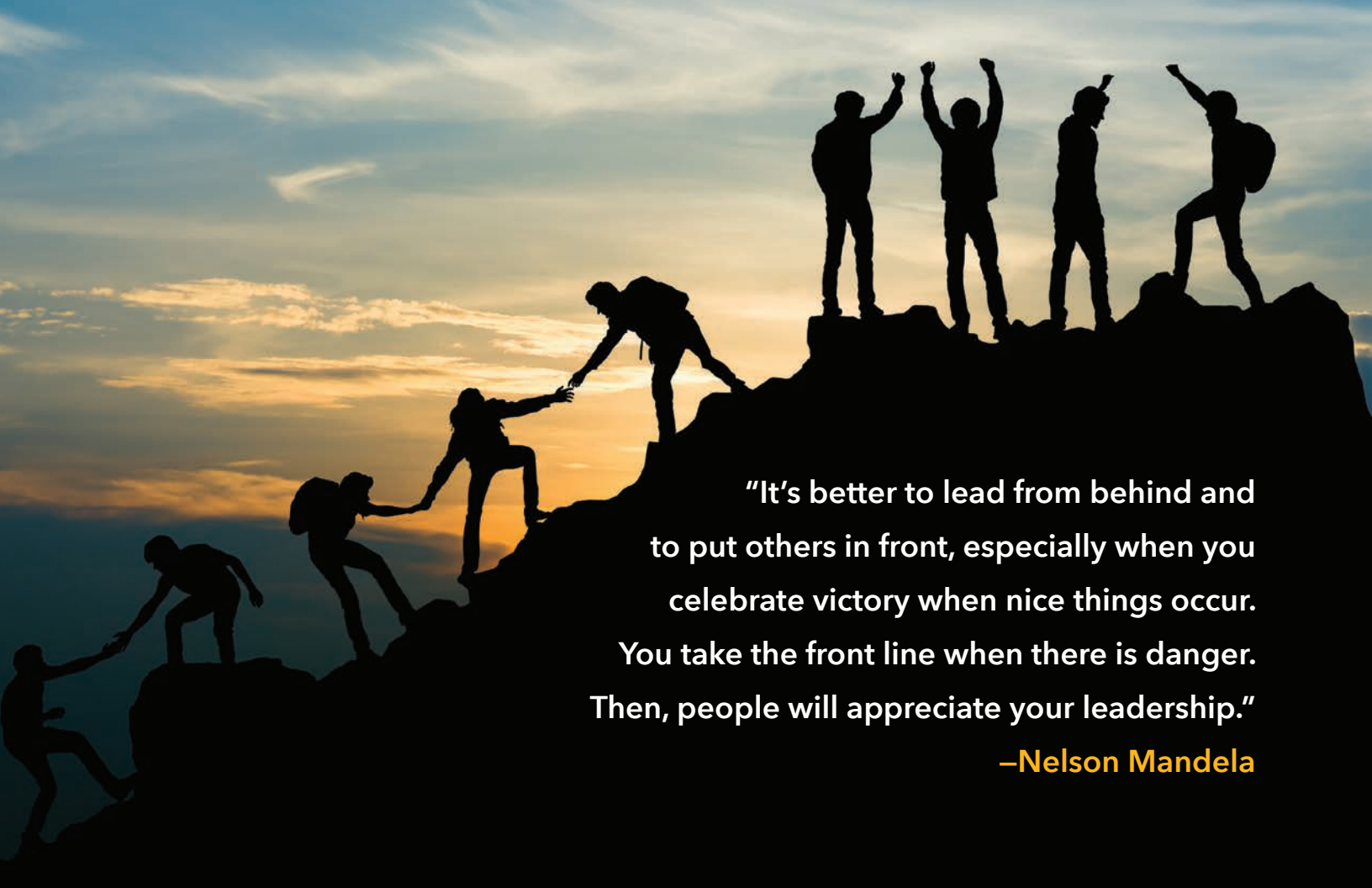
—Peter S., patient
HonorHealth Deer Valley Medical Center





"My husband and I arrived a little early ... we weren't waiting that long for the doctor, which was nice. He addressed all of our concerns and even brought up things I never thought about. I was even more impressed when he called personally to give me the lab results and called to give my husband X-ray results. As we were leaving, Faith [front office staff] offered us a drink, thanked us for coming in and opened the door for us. I've honestly never felt more at ease in a doctor's office."

–Wendy R., patient (via Yelp)
HonorHealth Medical Group South Tempe



“It’s better to lead from behind and to put others in front, especially when you celebrate victory when nice things occur. You take the front line when there is danger. Then, people will appreciate your leadership.”
–Nelson Mandela

Celebrate successes

Take the time to acknowledge and celebrate successes, big or small.

Remember, celebration honors the work that has been done and showcases appreciation to the people involved. By doing this, we fortify the motivation that will carry a team, a team member or a colleague to the next achievement. It’s important to recognize successes, big and small.

How can you celebrate successes every day?

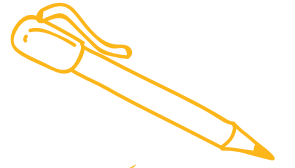
- Write a handwritten note to a colleague on a **You Rock** card, or send a digital version via the HonorHub homepage.
- Provide a verbal thank you to a team member or your entire team at a huddle or staff meeting.
- Submit an Employee Spotlight story on HonorHub ([HonorHub](#) → [Employee Spotlights](#)) to recognize a team or team member for living the HonorHealth values.
- Ask your employees what types of recognition and celebration mean the most to them and implement those ideas.

Did you know?

You Rock cards are available to order from the Print Center.



Celebrate successes exercise



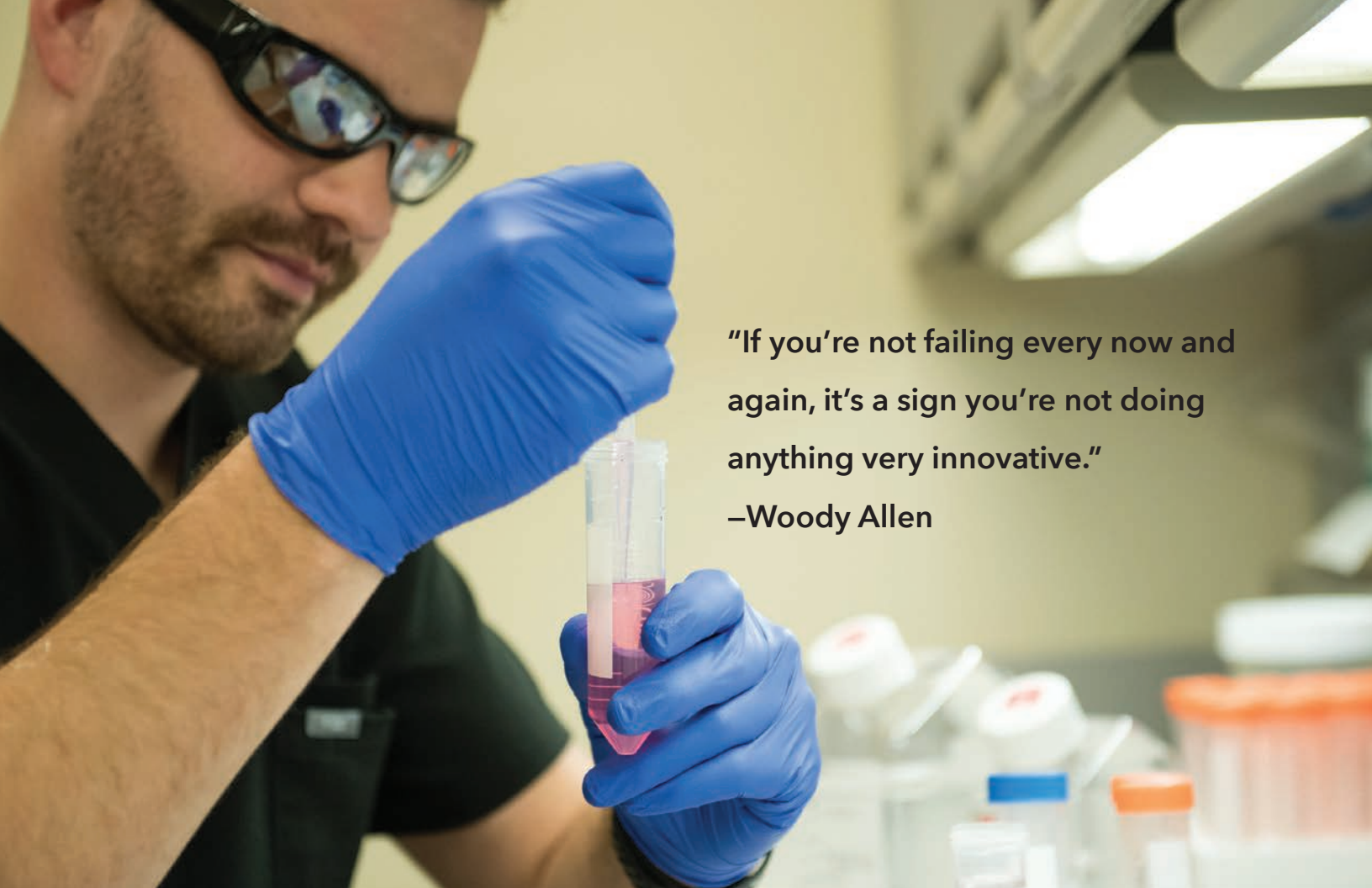
What accomplishments shared at the Rally resonated the most with you that you'd like to share with your team?

1. _____

2. _____

3. _____

How will you encourage the **celebration of successes**, big and small, with your team?



“If you’re not failing every now and again, it’s a sign you’re not doing anything very innovative.”

–Woody Allen

Innovation

ICARE about keeping an open mind, embracing change, taking risks and maintaining a creative mindset as we work to continuously improve the care we provide.

What does **Innovation** look like every day?

- Demonstrate a humble and open mindset, seek to understand and embrace the changes necessary for HonorHealth to thrive.
- Be creative and think strategically about how we can improve in the future.
- Continue to improve yourself, and the work of your team, by going above and beyond to learn the business and add value beyond your immediate scope.
- Submit an ACT idea ([HonorHub](#)⇒[Giving Back](#)⇒[ACT Ideas](#)). The ACT Program gives employees the opportunity to propose innovative ideas to help HonorHealth improve as an organization.



Take action! Submit an ACT idea today.

One idea can make a difference in the lives of our patients, improve processes to provide safe care or streamline workflows.

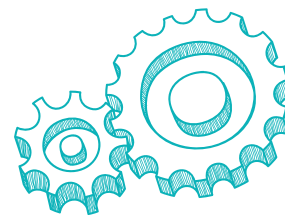


Innovation exercise



What **Innovation** means to me ...

To support **Innovation** through my work, I will





“Alone we can do so little; together we can do so much.”

—Helen Keller

Collaboration

ICARE about building trust and partnering with others within and across boundaries, so we can offer best care and drive excellent outcomes.

What does **Collaboration** look like?

- Act and lead in ways that bring out the best in others.
- Break down silos and partner within and across departments, functions and sites.
- Have the right conversations at the right times with the right people in the right manner.
- Make each day better by having fun and building meaningful relationships with others.
- Become an HonorHealth Ambassador. Ambassadors collaborate to drive growth and innovation throughout our organization while impacting patients, fellow employees and our local communities.
- Be part of the Mentoring Excellence Program. This program is designed to encourage a mutual relationship between experienced nurses and new nurses, or nurses transitioning into a new role.

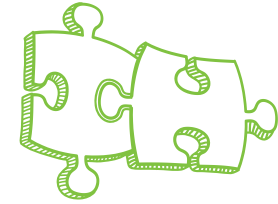


Take action! Have you joined the Ambassador Movement?

More information and how to sign-up is available on HonorHub⇒Giving Back⇒Ambassador Movement.

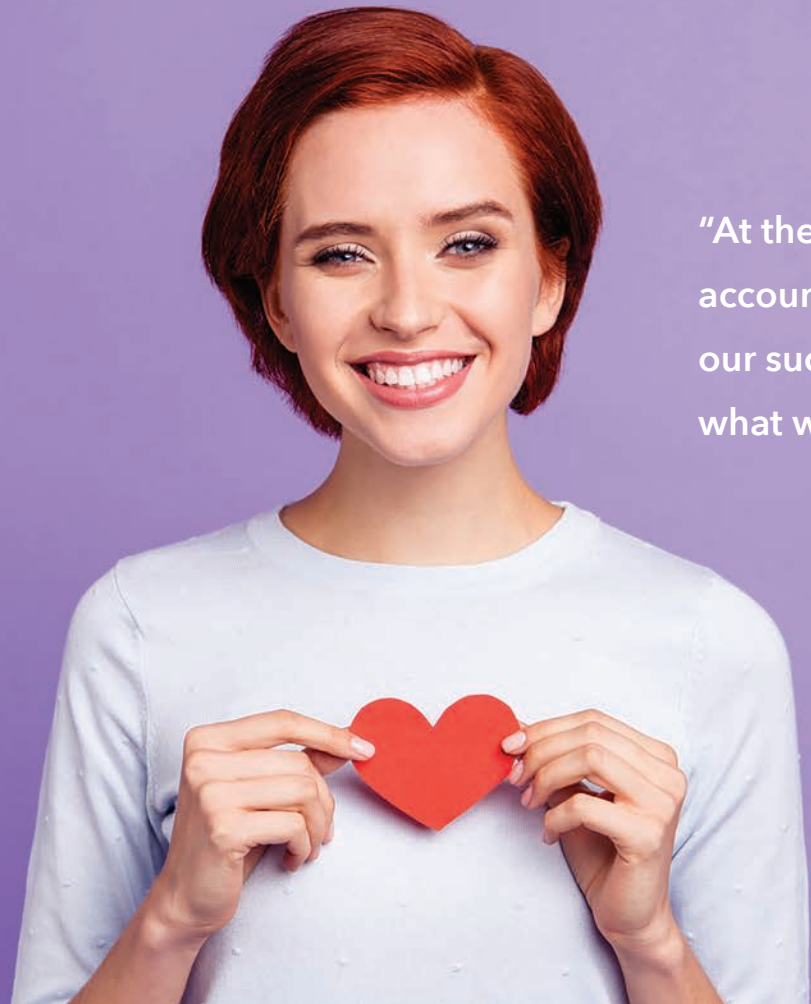


Collaboration exercise



What **Collaboration** means to me ...

To support **Collaboration** through my work, I will



“At the end of the day, we are accountable to ourselves - our success is a result of what we do.”

—Catherine Pulsifer

Accountability

ICARE about driving a spirit of excellence, stewardship and integrity in all I do.

What does **Accountability** look like?

- Put the patient/customer at the center of everything you do.
- Align performance standards, behaviors and actions to HonorHealth’s vision, mission, values and network balanced scorecard.
- Hold yourself and others accountable to high expectations to ensure the best care and excellent outcomes.
- Recognize mistakes, learn from them and take the necessary action(s) to improve performance.
- Develop yourself through collaborative mentorships, proactive learning and evidence-based best practices.



Did you know?

On HonorHub, you can find HonorHealth’s mission, vision, values (HonorHub⇒Employee Tools⇒ICARE values) and network balanced scorecard (HonorHub⇒Workplace Tools⇒Balanced Scorecard).



Accountability exercise



What **Accountability** means to me ...

To support **Accountability** through my work, I will





“We live in a diverse society - in fact, a diverse world - and we must learn to live in peace and with respect for each other.”

–Stan Lee

Respect

ICARE about treating others the way I want to be treated.

What does **Respect** look like?

- Be open, honest and genuine.
- Partner with others to ease their way.
- Practice excellence with every encounter every day.
- Honor the rights, needs, feelings and perspectives of others.
- Treat others the way you want to be treated and always in a professionally mature manner.
- Manage conflicts quickly and effectively to resolve issues and strengthen partnerships.



Take action!

Find one opportunity to ease someone else’s way this week, and take the time to reflect on why it’s important.



Respect exercise



What **Respect** means to me ...

To support **Respect** through my work, I will



“Empathy is seeing with the eyes of another, listening with the ears of another and feeling with the heart of another.”

—Alfred Adler

Empathy

ICARE about being vulnerable and seeking first to understand so I can best meet the needs of others.

What does **Empathy** look like?

- **Connect:** First with the person, then to the situation or issue.
- **Be curious:** Try to put yourself in the other person’s position.
- **Listen:** To understand, rather than assume you know.
- **Demonstrate:** Compassion for both yourself and others, especially during difficult situations – not just when it’s easy.
- **Be considerate:** To others – also be thoughtful and open-hearted.
- **Treat others the way that they want to be treated.**



Take action!

When engaged in conversation, remove barriers to listening, such as putting technology away and giving that person your undivided attention.



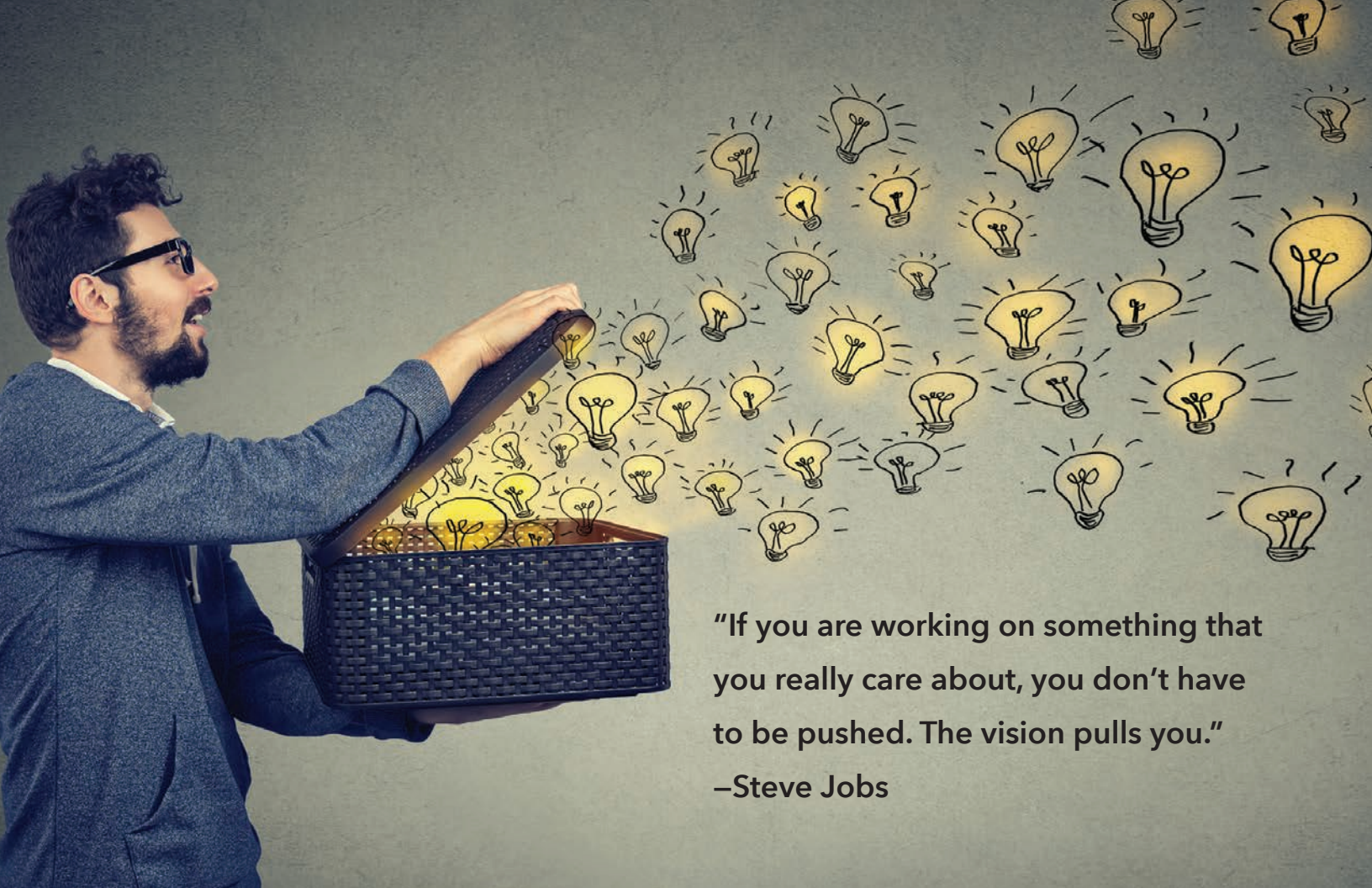
Empathy exercise



What **Empathy** means to me ...

To support **Empathy** through my work, I will





"If you are working on something that you really care about, you don't have to be pushed. The vision pulls you."

–Steve Jobs

Inspiration

in-spire
/in spī (e)r/

verb

1. fill (someone) with confidence and the desire to do something.

It's an ordinary word with an extraordinary meaning.

Why did you pursue a career in healthcare?

Likely because you want to help make a difference in the lives of others. Collectively, we're here to do just that – to create the best experience possible for our patients.

How can we best accomplish that?

Inspire. Inspire your teams. Inspire each other. Inspire our patients. Let our patients inspire you. Let our successes inspire you.





Inspiration exercise



What **inspirational** stories from the Rally resonated the most that you'd like to share with your team?

1. _____

2. _____

3. _____

How will you encourage your team to **inspire** each other and our patients?



“Our goals can only be reached through a vehicle of a plan, in which we must fervently believe, and upon which we must act vigorously. There is no other route to success.”

–Pablo Picasso

Vision

To be the partner of choice as we transform healthcare for our communities.

We have a bold **vision**. And it will take all of us, working collectively as a team, to achieve it.

We’re a group of more than 11,000 (and counting!) who are deeply committed to our mission and strongly rooted in living our values. Through HonorVision, we have plans laid out to help us reach our goals in five key areas: quality, access to services, continuum of care capabilities, patient/customer experience and price paid by payor/patient.

Each of us will play a critical role in our success. As we inspire our teams and each other, we have the ability to really make a difference in our community.

Remember, together, we are stronger.





Vision exercise

How will you, in your role, move us toward achieving our **vision**?

List three ways you will help inspire your team to reach our **vision**.

1.

2.

3.





Remind your team to order their **FREE HonorHealth shirt!**

- Visit: www.honorhealth.com/icareshirt
- Select a t-shirt size.
- Complete your contact and shipping information – that's it!

Deadline to order: May 31, 2019!

All t-shirts will arrive approximately four weeks later.



HONORHEALTH®

Leadership Rally | May 9, 2019