



- Supports and builds UW Health's culture of safety and continuous process improvement through performance measurement, system redesign and quality improvement while maintaining regulatory compliance
- Coaches and develops others through reinforcement, openness, constructive feedback and respect

For Faculty

- Demonstrates the highest business and professional ethics
- Visibly leads UW Health's mission of advancing health through, service, scholarship, science and social responsibility
- Serves the best interests of patients and families with treatments and programs that ensure the best possible care
- Uses appropriate assessment and treatment techniques in a competent manner following professional standards of practice
- Demonstrates knowledge of various learning styles and sensitivity to cultural differences
- Demonstrates creative application of new technologies within the academic discipline
- Leads the development of UW Health's culture of safety and continuous process improvement through performance measurement, system redesign and quality improvement while maintaining regulatory compliance and cost effectiveness
- Supports the academic mission of UW Health, including research and teaching, consistent with faculty role

For Directors and Managers

- Demonstrates the highest business and professional ethics
- Visibly leads UW Health's mission of advancing health through, service, scholarship, science and social responsibility
- Successfully integrates tactical and operational planning and ensures fiscal responsibility. Fully supports strategic decision-making as appropriate
- Creates a highly engaged workforce that is focused on patient- and family-centered care, in either a direct or supporting role, and embraces cultural competence
- Promotes cooperation among staff and peers to communicate and share ideas, problems/concerns, successes and resources of mutual or common interest

UW Health Performance Standards



Excellence: Working together, we strive to be the best, and we work continuously to improve our performance and exceed expectations.

- Actively supports UW Health's mission, vision, values and strategic goals
- Consistently achieves superior results and delivers the highest quality care and/or service while inspiring others to do the same
- Consistently and actively participates in unit and department-level activities
- Improves performance by actively seeking feedback, coaching and mentoring
- Seeks and shares expertise on best practices
- Promotes continuous learning for all

Innovation: We pride ourselves on finding new and better ways to enhance quality of care and all aspects of our work.

- Appropriately searches for and implements new ideas and methods to improve care, service, safety, and cost effectiveness
- Takes the initiative for completing work assignments more effectively and efficiently by using new ideas and methods when appropriate
- Continuously monitors results for further process improvements
- Willingly and effectively adapts to change

Compassion: We treat patients, families, learners and each other with kindness and empathy. We connect with patients and families individually and personally and engage them as partners in decisions about their care.

- Anticipates the needs of colleagues, patients and family members in all situations
- Displays cultural sensitivity, empathy and genuine concern for the feelings and opinions of others
- Projects a positive, friendly, caring image of self, team and UW Health
- Demonstrates recognition that each person's job is vital to patient- and family-centered care and to the success of UW Health

Integrity: In all our decisions, we are guided by doing the right things at the right time and in the right place. We focus on the best interests of patients. We are always honest with each other, learners and our patients.

- Accepts responsibility for one's actions, honors commitments and communicates truthfully in all interactions
- Protects the confidentiality of UW Health, colleagues, patients and families
- Models and encourages high ethical standards
- Represents UW Health in a positive and professional manner both within and outside the organization

Respect: We honor patients' right to privacy and confidentiality. We value differences among individuals and groups; and we actively listen, encourage feedback and choose the best way to deliver timely and meaningful information in all situations, especially in the high stress situations inherent in this complex and demanding patient care environment.

- Acknowledges, honors and values diverse backgrounds, perspectives and cultural differences
- Values and uses the unique talents and viewpoints of others
- Leverages the unique talents and viewpoints of others
- Seeks common ground to resolve conflicts
- Gives constructive feedback in a respectful manner in every situation
- Maintains professional boundaries
- Is courteous, honest and respectful in all interactions
- Accepts, acknowledges and values the different roles within UW Health and how they contribute

Accountability: We hold ourselves individually and collectively responsible for the work we do and for the experience and outcomes of every patient, every learner, every day.

- Completely understands job requirements
- Completes work on time, in accordance with expectations and in an excellent manner
- Takes personal responsibility for decisions, actions and results and learns from successes and failures
- Seeks or accepts guidance when needed
- Follows and supports organizational and departmental policies



Additional Responsibilities for UW Health Leaders For Executives

- Demonstrates the highest business and professional ethics
- Visibly leads UW Health's mission of advancing health through, service, scholarship, science and social responsibility
- Demonstrates mastery of current policies, practices, politics, trends, technology and information affecting the healthcare environment and develops and executes plans to advance the well-being of the people of Wisconsin and beyond
- Has an awareness and understanding of potential changes that could affect the healthcare environment
- Supports UW Health's vision to ensure UW Health is a recognized health care leader at the regional and national level
- Leads the development of UW Health's culture of safety and continuous process improvement through performance measurement, system redesign and quality improvement while maintaining regulatory compliance
- Effectively establishes collaborative relationships and alliances throughout UW Health as well as externally
- Coaches and develops others through reinforcement, openness, constructive feedback and respect

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