

THE ONE TRILLIUM EXPERIENCE

DELIVERING EXCELLENCE IN SERVICE

- Take time to listen to and understand.
- Follow up on inquiries promptly and accurately.
- Anticipate needs and proactively address them.
- Engage in friendly, good-natured, personalized conversations and actions.
- Understand and appreciate diverse people and viewpoints.

BEING ACCOUNTABLE

- Take ownership of issues and follow through to resolve them.
- Do what you say you will do.
- Hold important conversations when needed.
- Communicate clearly, respectfully, and in a timely manner.
- Prioritize tasks to complete work in a timely and efficient manner.
- Demonstrate willingness and agility in support of new approaches.

SHARING KNOWLEDGE AND EXPERTISE

- Proactively share knowledge and expertise to help others.
- Communicate and collaborate across departments.
- Be knowledgeable and enthusiastic about Trillium Health and what we do.
- Respectfully share ideas and opportunities that help Trillium Health improve and grow.

PERFORMING AS ONE TRILLIUM

- Clarify and communicate expectations with internal team.
- Proactively offer to help others.
- Demonstrate respect and attentiveness to co-workers when communicating.
- Recognize accomplishments by thanking others and sharing stories.
- Speak positively about Trillium, co-workers, and Patients.
- Ask for and accept feedback.
- Consider how decisions and actions impact other people, departments, and/or Trillium as a whole.

EXTRAORDINARY CARE, ALWAYS

