



Legacy's Mission: Driving Healthy Change In Our Communities

Legacy's Vision: Connecting our communities to health every day, in every way

How will our teams achieve Legacy's Mission and Vision?

By using our *Clinical Guiding Principles*. They define the behaviors we expect from each other. They define what is necessary to thrive.

Committed to Purpose and Play

Laughter increases the endorphins needed to be a true *Game Changer*. To disrupt an industry, we stay focused and resilient.

Seeing the elements of fun and play allow us to elevate out of the stress and mundane -- and see clearly the possibilities.

- Have Grit:

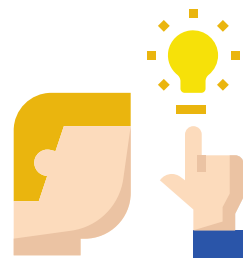
Talent x Effort = Skill;
 Skill x Effort = achievement.
 Effort is in the equation
 TWICE for a reason *

- Find anything to laugh about
- Fight for the desired outcome, not "how" we get there



Flexible & Curious

Being CURIOUS means willingness to commit to an uncertain outcome with a desire to learn. Being strategically flexible means to keep going, even when the first answer is no.



- Infinite and Abundant mindset
- Play in the unknown, where creativity and innovation live
- Be open to being wrong
- Open to "rethinking"
- "I Wonder...."



- Growth Mindset
- Confident Humility
- Never Blame, Focus on Solutions
- Unconditional Support
- Nurture Psychological Safety

Self-Aware & Forgiving

Being excited about learning our blind spots. Grow through our mistakes. Own it. Playing victim only detracts us from real work. Be 100% accountable.



Graceful & Authentic

Being your truest version is key to developing trust. Being honest, takes courage AND grace. Advocate for what is right, even when it is hard. Unless we exhibit authenticity and empathy, we can never create a space for others to do the same.

- Help and Serve First
- Be Compassionately Honest
- Lead with Integrity
- Finding Comfort in the Discomfort

Committed to Purpose and Play

- Completion of Assigned Trainings
- Appropriate notification of unscheduled PTO
- Requests PTO and submits CME reimbursement request according to policy guidelines
- Desktop Management – (closes charts, addresses labs/documents, responds to phone notes/alerts timely)
- Codes appropriately and responds to billing alerts in a timely manner
- Participates in indicated workflows to support Board Metrics
- Reports to work on time and uses time efficiently during work hours/Cycle Time
- Timely signage of supervision document
- Contributes to building a positive team spirit and provides recognition for results
- Meets productivity standards

Flexible & Curious

- Maintains licensure, professional certification/CME/CEU, MOC and privileging requirements as indicated and seeks continuous personal learning and development to enhance patient care
- Treats others with respect and appreciates what each person brings to the team
- Implements and sustains a change in clinical practice based on chart review findings or other clinical or documentation deficiency
- Shows improvement in an identified clinical deficiency over time
- Manages difficult or emotional situations with patients, colleagues and staff
- Involves patient in clinical decision making
- Adapts clinical practice according to recommended changes in guidelines

Self- Aware & Forgiving

- Solicits feedback from other employees or managers to improve interpersonal relationships
- Gives and welcomes feedback
- Receives feedback from staff complaints and responds appropriately
- Receives feedback from external/internal entities – schools, other clinicians, insurance companies - responds appropriately
- Gives and welcomes feedback from clinical and operational leadership
- Takes responsibility for own actions and self-reflects
- Identifies barriers to productivity goals and offers solutions for improvement
- Takes responsibility for own actions and self reflects
- Responds promptly to patient complaints and receives as a learning opportunity

Graceful & Authentic

- Expresses ideas and thoughts well in written form through email communication, documents, and conversations
- Stays up to date with departmental information (through email, meeting, etc)
- Response to Compliance, privileging and credentialing
- Shows respect and sensitivity towards diverse patient population