

### **TEAM EFFECTIVENESS**

UPMC Systemwide Annual Mandatory Training

# OUR MISSION

UPMC's mission is to serve our community by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education.

# **OUR VISION**

UPMC will lead the transformation of health care. The UPMC model will be nationally recognized for redefining health care by:

Putting our patients, health plan members, employees, and community at the center of everything we do and creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.

## **OUR VALUES**

We create a safe environment where quality is our guiding principle.

#### **QUALITY & SAFETY**

We treat all individuals with dignity and respect.

#### **DIGNITY & RESPECT**

We listen to and care for our patients, our health plan members, our fellow employees, our physicians, and our community.

#### **CARING & LISTENING**

We perform our work with the highest levels of responsibility and integrity.

#### RESPONSIBILITY & INTEGRITY

We think creatively and build excellence into everything that we do.

### **EXCELLENCE & INNOVATION**

### A Values-Rich Culture

In order for us to sustain a values-rich culture; we must ALL strive to live out the values every day as we work together as one TEAM.



An
EFFECTIVE
TEAM
can help an
organization
achieve incredible
results.

VS.

AN
INEFFECTIVE
TEAM
can cause

can cause unnecessary disruption, poor delivery, and failure to reach its goals.

# TEAM (noun)

A group of people working together to accomplish a common goal.

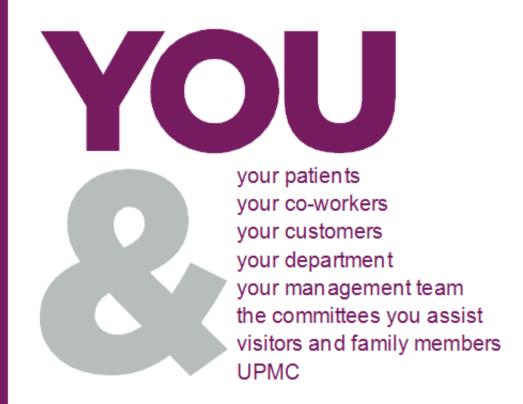


Created by a department or unit

Working with other departments/organizations

Project specific, as in a committee or task force

## **Teams** that can benefit from you.



WHAT IS EFFECTIVE

# TEAMWORK



### An effective team has...



Shared commitment



Supportive Leadership



Clearly defined roles



Open lines of communication



High degree of creativity



Healthy disagreements



A sense of empowerment

# KNOW THE ABILITIES OF EACH TEAM MEMBER

Learn about the people who work with you.

Understand their strengths and weaknesses.

Balance the weaknesses with the strengths of other team members.

Value each other's strengths and apply them as you pursue team goals together.





### **EXECUTE CONSISTENTLY**

- · Understand your role on the team.
- Know how your contributions affect performance.
- Be willing to do your part.
- Your commitment to your teammates leads to success.



The "ME" in team
is your contribution,
not the team's
focus.

### **ADOPT THE DIGNITY & RESPECT 30 TIPS**

The people of UPMC are committed to supporting dignity and respect in the workplace and beyond. We believe that these values are crucial to building and sustaining an environment in which everyone feels included, valued, and appreciated.

SMILE. Listen. REMEMBER, WE ALL MAKE MISTAKES.

Treat others the way they want to be treated.

Say "Thank You!" Communicate respectfully.

Get someone else's point of view.

Be considerate.

Be a champion of dignity and respect.

# CARE

In order to live out the UPMC values every day, we have a framework to help us connect one another and our customers to the UPMC Experience.

C	Connect	CARE+ is not about words, it's about attitude.  It's about living our values
A	Actively Listen	We connect because we care.  We listen because we want to understand the customer needs so that we can provide them with the right care.  We listen because we want to understand the customer's needs so that we can provide him/her with the right care.  We empathize with customers and thank them
R	Respond	
E	Empathize and Thank	with an attitude of gratitude.



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