

Create an Exceptional Experience

A Fairview Commitment grounded in the principle of *Respect for People*

I work to exceed expectations in every interaction with patients, families, guests, customers, teams and each other.

Key Behaviors

Customer Focused • Build Trust • Accept Responsibility • Collaborate

Example Actions: When creating an exceptional experience, our key behaviors are demonstrated in many ways. We must always strive to achieve or exceed expectations in how we Create an Exceptional Experience. To help understand what actions are expected of us, example actions are provided for each of the key behaviors.

	Unsatisfactory	Meets Expectations	Exceptional
Customer Focused	<ul style="list-style-type: none">Inconsiderate and unresponsive to the needs of their customers.	<ul style="list-style-type: none">Considers their customers in all decisions and actions.	<ul style="list-style-type: none">Actively advocates for those we serve as a member of a customer-focused team.
Build Trust	<ul style="list-style-type: none">Words and actions are untrustworthy and divisive.	<ul style="list-style-type: none">Words and actions are trustworthy and inclusive.	<ul style="list-style-type: none">Words and actions promote trust in the individual, team and organization.
Accept Responsibility	<ul style="list-style-type: none">Blames others and refuses responsibility.	<ul style="list-style-type: none">Accepts responsibility and takes action.	<ul style="list-style-type: none">Holds self and others accountable and promotes action.
Collaborate	<ul style="list-style-type: none">Refuses to provide and promote an exceptional experience with team members and those we serve.	<ul style="list-style-type: none">Consistently demonstrates a willingness to collaborate with others to create a positive, system-wide experience.	<ul style="list-style-type: none">Actively promotes collaborative efforts to create a positive system-wide experience.