

LIVING OUR VALUES



to provide an exceptional Experience for Patients and Employees at
UC Davis Health.

About Our Values

Dive into the heart of our community as we share the results of extensive research, including surveys with over 1600 patients and their families, and feedback from over 400 employees.

Our Values



Kindness



Trust



Inclusion

Goals of Our Values

Know our values – Reflect on what each value means to you.

Build our values into everyday behaviors.

Live our Values to create a world class experience for employees and patients.

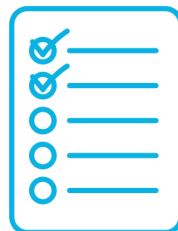
How to Live Our Values

Follow through on what you say you will do and when you say it will be done.	Greet people by name, and with a smile (even when on the phone).	Express interest in people as individuals. Ask about their life beyond the hospital, office, clinic...	Speak positively about colleagues, patients, staff members, and the organization
Engage in thoughtful communication, being mindful of words and tone.	Be mindful of tone and word choice, while acknowledging that we all have unconscious biases.	Keep private or confidential information private and confidential.	Truly listen to patients, colleagues and coworkers, don't just hear what they tell you.
Ensure patients and team members summarize their care plan or task to confirm understanding.	Actively listen and offer support to those around you.	Introduce yourself. Share what role you play in the organization.	Be open minded of other people's cultures, beliefs, foods, and celebrations.

How will you.....



Think Differently



Plan Differently



Act Differently



EXPERIENCE
starts
with **»» US!**

*Share the wonderful
moments Living Our Values*

Send a photo and be showcased on a social
post!

HS-PXWeek@ucdavis.edu

As we celebrate
Patient Experience
Week, we would love
to see how you and
other UC Davis Health
team members show
**Kindness, Trust, and
Inclusion.**



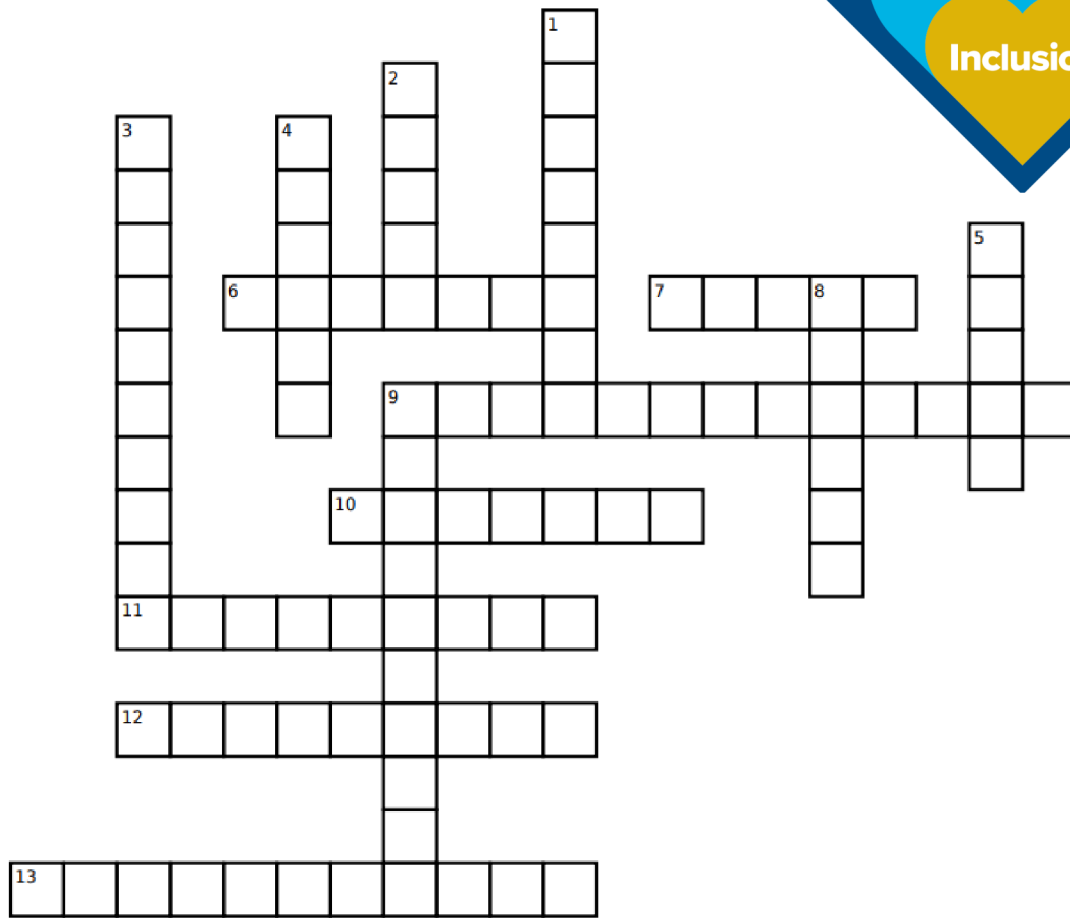


Patient Experience Week Activities

UCDAVIS
HEALTH

Experience Design
and Support

Living Our Values Crossword



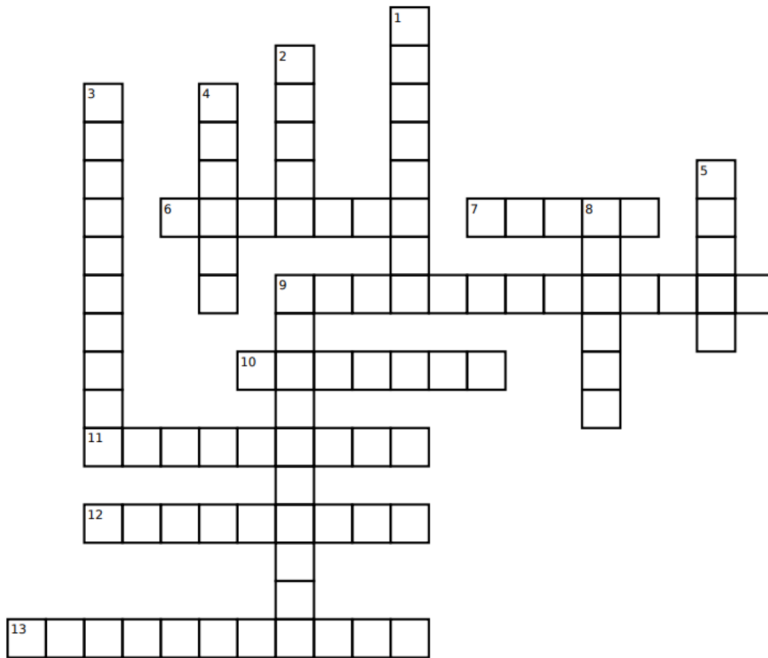
Down:

1. the quality or state of being kind
2. to address with expression of kind wishes upon meeting or arrival
3. the fact or state of having been affected by or gained knowledge through direct observation or participation
4. something such as a principle or quality which is desirable
5. assured reliance on the character, ability, strength, or truth of someone or something
8. to hear something with thoughtful attention
9. sorrow or the capacity to feel sorrow for another's suffering or misfortune

Across:

6. the customary beliefs, social forms, and material traits of a racial, religious, or social group
7. a facial expression in which the eyes brighten and the corners of the mouth curve slightly upward
9. the quality or state of being aware especially of something within oneself
10. the action of understanding and being aware of or sensitive to the feelings thoughts and experience of another
11. dealing fairly and equally with all concerned
12. the act or practice of including and accommodating people
13. the practice of maintaining a nonjudgmental state of heightened or complete awareness of one's thoughts, emotions, or experiences on a moment-to-moment basis

Living Our Values Crossword



Answer Key:

Down

1. Kindness
2. greet
3. experience
4. values
5. trust
8. listen
9. compassion

Across

6. culture
7. smile
9. consciousness
10. empathy
11. equitable
12. inclusion
13. mindfulness

Down:

1. the quality or state of being kind
2. to address with expression of kind wishes upon meeting or arrival
3. the fact or state of having been affected by or gained knowledge through direct observation or participation
4. something such as a principle or quality which is desirable
5. assured reliance on the character, ability, strength, or truth of someone or something
8. to hear something with thoughtful attention
9. sorrow or the capacity to feel sorrow for another's suffering or misfortune

Across:

6. the customary beliefs, social forms, and material traits of a racial, religious, or social group
7. a facial expression in which the eyes brighten and the corners of the mouth curve slightly upward
9. the quality or state of being aware especially of something within oneself
10. the action of understanding and being aware of or sensitive to the feelings thoughts and experience of another
11. dealing fairly and equally with all concerned
12. the act or practice of including and accommodating people
13. the practice of maintaining a nonjudgmental state of heightened or complete awareness of one's thoughts, emotions, or experiences on a moment-to-moment basis

Living Our Values Word Search

Can you find the words hidden in the puzzle?

C	S	N	U	K	I	N	D	N	E	S	S
F	N	L	P	M	H	K	O	R	T	U	M
C	E	X	P	E	R	I	E	N	C	E	I
O	W	I	O	L	I	S	T	E	N	I	L
M	B	Y	N	O	S	F	N	Z	D	C	E
P	E	G	U	C	F	O	C	E	I	K	I
A	L	B	R	S	L	T	R	U	S	T	C
S	L	D	B	O	K	U	I	A	G	E	A
S	R	P	R	M	W	E	S	T	I	A	N
I	P	H	O	P	E	T	T	I	R	M	S
O	F	C	A	R	E	O	H	L	O	N	N
N	R	X	V	A	L	U	E	S	C	N	E

COMPASSION

TRUST

KINDNESS

VALUES

LISTEN

TEAM

INCLUSION

HOPE

EXPERIENCE

SMILE

CARE

GROWTH

UCDAVIS HEALTH

Living Our Values Word Search

Can you find the words hidden in the puzzle?

C	S	N	U	K	I	N	D	N	E	S	S
F	N	L	P	M	H	K	O	R	T	U	M
C	E	X	P	E	R	I	E	N	C	E	I
O	W	I	O	L	I	S	T	E	N	I	L
M	B	Y	N	O	S	F	N	Z	D	C	E
P	E	G	U	C	F	O	C	E	I	K	I
A	L	B	R	S	L	T	R	U	S	T	C
S	L	D	B	O	K	U	I	A	G	E	A
S	R	P	R	M	W	E	S	T	I	A	N
I	P	H	O	P	E	T	T	I	R	M	S
O	F	C	A	R	E	O	H	L	O	N	N
N	R	X	V	A	L	U	E	S	C	N	E

COMPASSION

TRUST

KINDNESS

VALUE

LISTEN

TEAM

INCLUSIO

S
HOPE

EXPERIENCE

SMILE


N
CARE

GROWT
H

CHOOSE Kindness



**UC DAVIS
HEALTH**

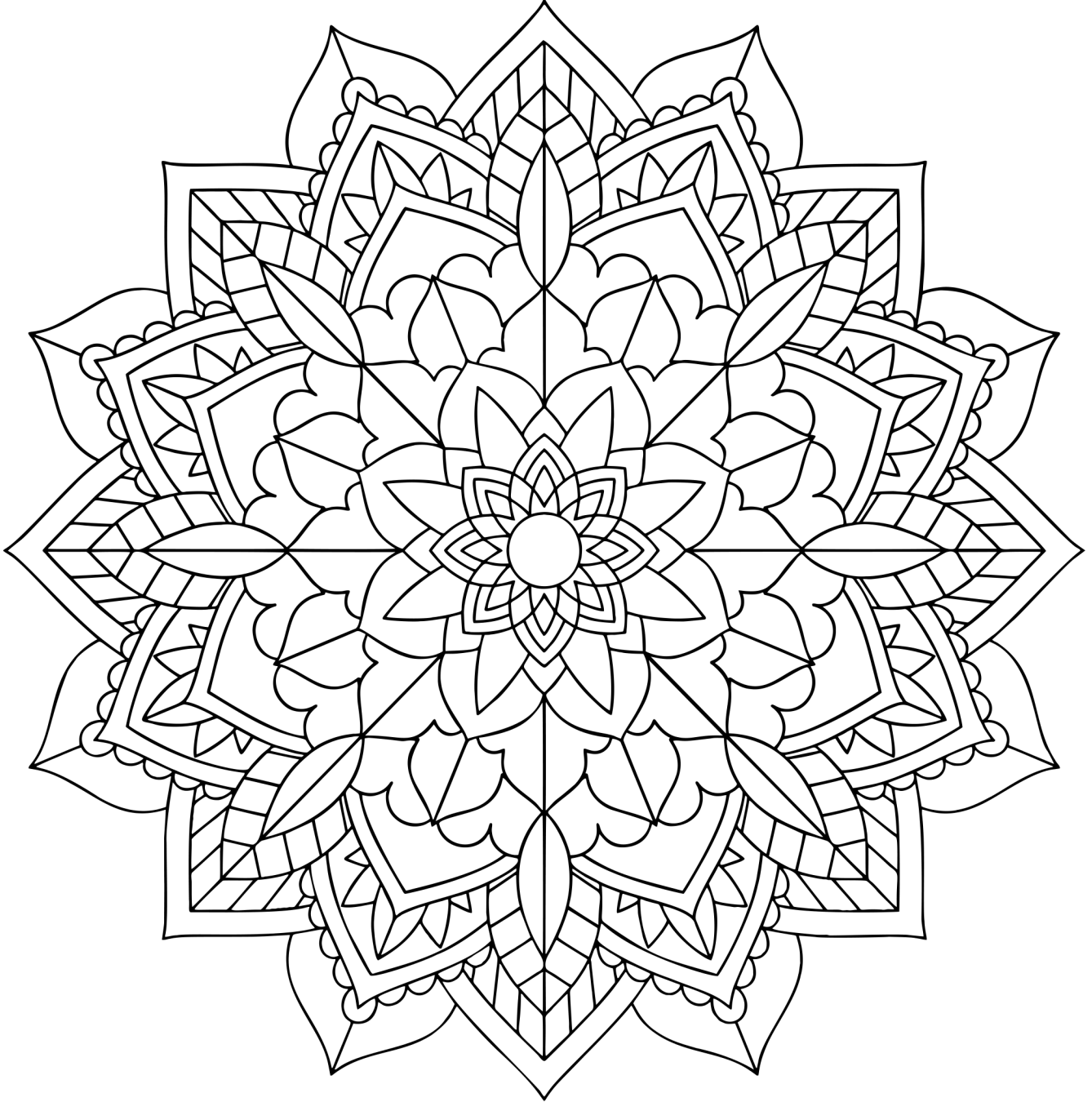


Today
will be a
GREAT
Day

**UCDAVIS
HEALTH**

Patient Experience

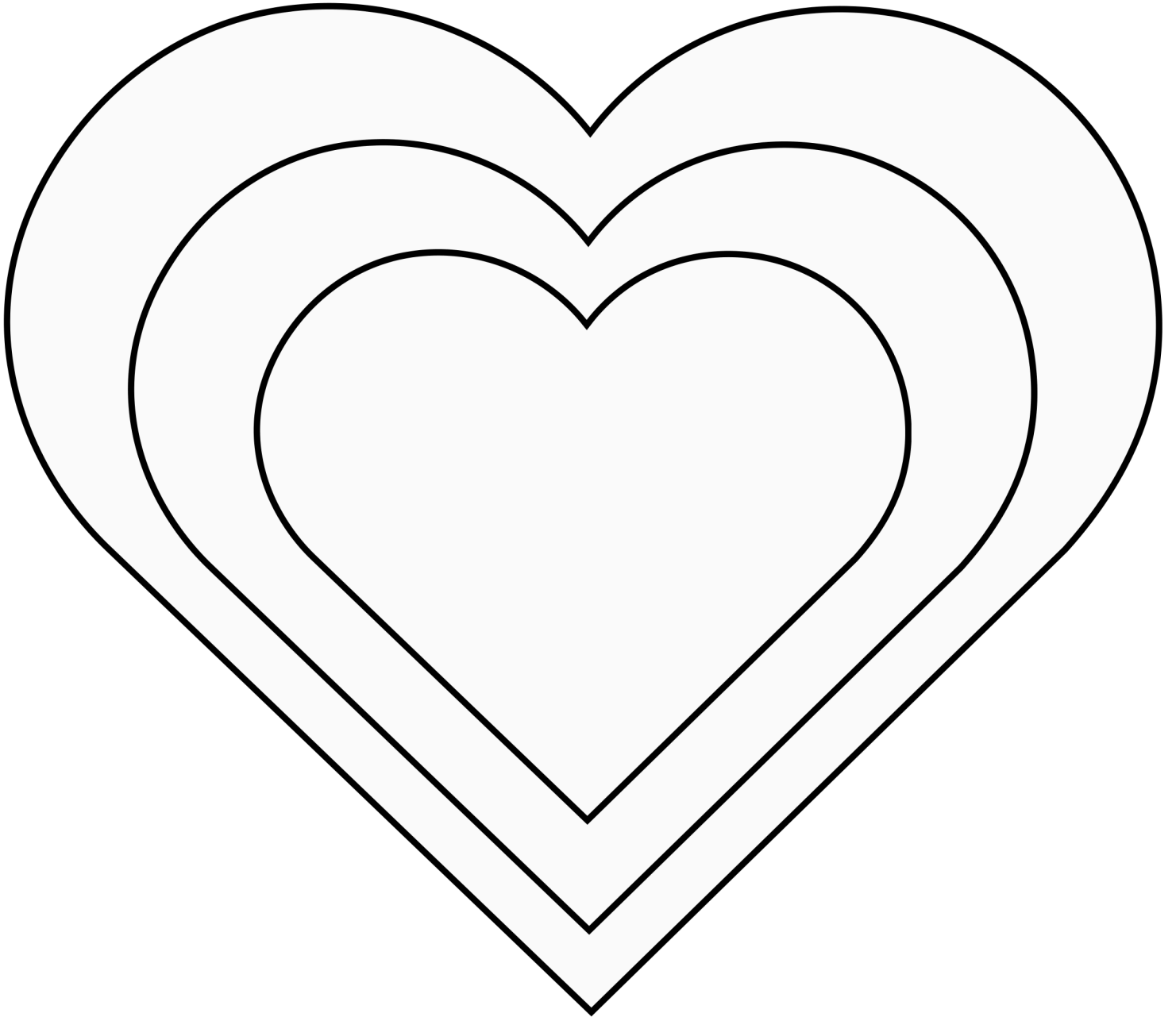
Week 2024



LIVING OUR VALUES

KINDNESS - TRUST - INCLUSION

Living Our Values



Kindness Trust Inclusion

EXPERIENCE
starts
with >> **US!**



Living Our Values

WORD SCRAMBLE

Unscramble the following words.

perceneexi

netitap

coiinunsl

evslua

eetrogh

milse

mapyhte

sltine

dksinsen

mtae

lutruce

opocisnmsa

rtuts



Living Our Values

WORD SCRAMBLE

Unscramble the following words.

perceneexi

experience

netitap

patient

coiinunsl

inclusion

evslua

values

eetrogh

together

milse

smile

mapyhte

empathy

sltine

listen

dksinsen

kindness

mtae

team

lutruce

culture

opocisnmsa

compassion

rtuts

trust

Patient Experience Week Mad Lib

1. **Your name** _____

2. **Positive Adjective** _____

3. **Favorite Celebrity** _____

4. **Self - Care Activity** _____

5. **Positive Adjective** _____

6. **Favorite Food** _____

7. **Favorite Animal** _____

8. **Self- Care Activity** _____

Dear _____,
(your name)

Feeling fantastic about yourself is all about embracing your

_____ uniqueness and celebrating your incredible talents.
(positive adjective)

You are UC Davis's _____!
(favorite celebrity)

uplifting self-care and showing yourself abundant kindness every day.

Remember, you deserve a(n) _____.
(self-care activity)

You are absolutely _____ -est and worthy of all the love
(positive adjective)

and _____ in the world. So go ahead, give yourself a
(favorite food)

big _____ - hug and bask in
(favorite animal)

(self-care activity)

Thank you for being the amazing, awe-inspiring person you are!



INCLUSION

Feels like ...
