

Mary Bridge Children's Mission, Vision and Values



MISSION

Partnering for healing and a healthy future for children.

VISION

Mary Bridge will be the Pacific Northwest's highest value children's hospital and health network:

- Leading as a people-centric community asset
- Integrating a full continuum of high-performance patient- and family-centered health care
- Delivering world class health outcomes and exceptional experience at a competitive price

VALUES

Respect | Integrity | Stewardship
Excellence | Collaboration | Kindness

Mary Bridge Children's Care Promises



No.	Word	Promise	Action Steps
1.	Connect	I will acknowledge and be available to you. (AIDET)	
Notes:			1) <i>I will greet you and smile.</i>
			2) <i>I will engage you at eye level.</i>
			3) <i>I will discover what is important to you.</i>
			4) <i>I will use my knowledge to anticipate your needs.</i>
2.	Honor	I will treat you with dignity and respect.	
Notes:			1) <i>I will approach you with courtesy and kindness.</i>
			2) <i>I will recognize the differences in people and their unique backgrounds.</i>
			3) <i>I will acknowledge your perspectives and choices.</i>
			4) <i>I will be your partner in care.</i>
3.	Listen	I will listen to understand.	
Notes:			1) <i>I will pause and focus my attention on you.</i>
			2) <i>I will listen with my ears, eyes, and heart.</i>
			3) <i>I will refrain from interrupting you.</i>
			4) <i>I will confirm what I have heard.</i>
4.	Teach	I will teach you and learn from you.	
Notes:			1) <i>I will ask for information and respect your expertise.</i>
			2) <i>I will share information in a variety of ways.</i>
			3) <i>I will explain in words you can understand.</i>
			4) <i>I will confirm what you have learned.</i>