

Guiding Principles

These “Guiding Principles” portray an environment which fosters trust and mutual respect, the fundamental building blocks of an organization committed to continuous improvement.

Ridgeview personnel talk in terms of “we.”

- We:
 - Cooperate
 - Collaborate
 - Work to help each other be successful

We give credit for good work being done.

- We:
 - Acknowledge contributions of others
 - Value diverse opinions

We all take responsibility.

- We:
 - Seek to understand why things happen
 - Support each other
 - View errors and variation as opportunities

We are a learning organization.

- We:
 - Encourage professional growth and lifelong learning
 - Share information appropriately
 - Provide accurate and timely information

We have a clear vision.

- We:
 - Share a common vision and mission
 - Focus on common goals

We routinely resolve conflict productively.

- We:
 - Discuss conflicts openly
 - Give and receive constructive feedback

We manage change.

- We:
 - Work together on goal setting and managing change
 - Seek new opportunities through change
 - Discuss concerns openly





Ridgeview Medical Center Values

Patient Centered

We individualize services based on patient needs.

Quality

We deliver high-quality health care services to patients, families, and our communities. Quality permeates all of our systems, and we constantly strive for excellence. We use data and evidence to drive decisions.

Caring/Respect

We respect the dignity and rights of everyone we serve. We demonstrate caring, compassion, and sensitivity through personal service.

Community

We are strongly committed to our community relationships and design services and education based on community need.

Team Work

We work together to provide quality care and continuously improve our services. Effective teams are built on honesty and respect. We cooperate for the purpose of serving the patient's health needs.

Environment

We create a warm, friendly atmosphere that is safe, supportive, and healing for all who interact with us.

Efficiency

We use resources effectively and are innovative in providing progressive health care services. We strive to eliminate all forms of waste, including delays.