



Committed

Be Clear

The organisation is consistent in its pursuit of excellence. It knows what it excels at - the 'first or best' position. Leaders know what that is, how to measure it and they behave in ways that clearly supports that position.

Leading

Be Proud

A leading organisation achieves a 'first or best' position. Everyone in that organisation wants to do more to sustain that reputation. They are proud of their organisation and they work hard for it. They have found performance ownership.

Uniform

Get It Right

The organisation is an efficient machine where repetitive tasks are done right first time, every time, freeing up time for staff to provide 'service on top'. It properly documents, controls and improves its processes.

Active

Work Together

Meetings are effective. Staff work together to solve problems in teams that are flexible, efficient and well supported. Everyone in the organisation understands how to collaborate rather than compete in order to make improvements.

the CAREFUL organisation

Focused

Be Fearless

Everyone in the organisation sees beyond what is happening today and strives for goals that may seem impossible. The organisation does not tolerate unacceptable behaviour or attitudes that work against this effort.

Responsive

Listen Carefully

The organisation listens to patients and to staff and takes note of what it hears. It looks at its behaviour from the point of view of its patients and works to improve their experience. It responds to staff and their needs, to enable them to be provide great patient care.

Energetic

Give Support

Leaders work constantly to improve the way in which they lead the organisation. They use their skills to positively influence and energise the people who work for them. The organisation recognises leadership development as being as important as clinical development.