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PACIFIC WAVES - EXPLORING SCIENTIFIC FRONTIERS IN AN EVOLVING SOCIETY

INDIAN WELLS, CA





The Triad of Excellence: Aligning Vision, Mission, and Values to Enhance Patient Experience, Team Retention, and Process Efficiency

A Roadmap for Organizational Success

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Disclosure

- Nothing to disclose

Agenda

- Introduction to Vision, Mission, and Values
- Aligning Mission, Vision, and Values to enhance:
 - Employee Satisfaction, Recruiting, and Retention
 - Patient Care and Customer Satisfaction
- Q&A and Wrap-Up

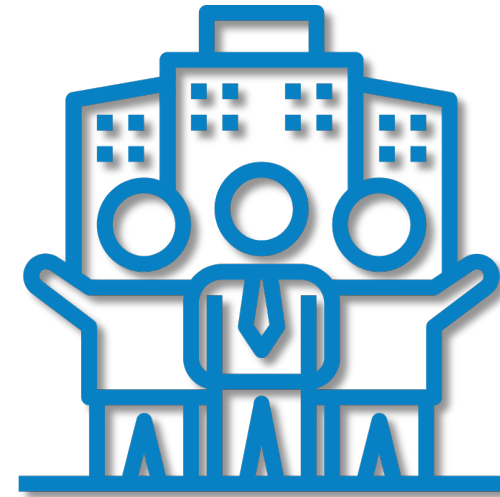
Objectives

- Define the foundational elements of vision, mission, and values, and explain their significance in an organization.
- Analyze how aligning mission, vision, and values contributes to organizational success by providing specific examples.
- Assess the impact of aligning mission, vision, and values on employee satisfaction, retention, and engagement using case studies or real-world data.
- Evaluate how shared values influence patient care and customer satisfaction by identifying key metrics or examples.
- Develop at least three actionable strategies for fostering a values-driven environment within an organization.

Section 1

Understand the foundational elements of vision, mission, and values.

Aligning Mission, Vision, and Values to Drive Organizational Success





It begins and ends with
each and every one of
you!!!





Culture

What is it?

- “Culture is how organizations ‘do things’.”
- “Organizational culture is the sum of values and rituals which serve as ‘glue’ to integrate the members of the organization.”
- “Organizational culture is civilization in the workplace.”
- “Culture is the organization’s immune system.”

Every organization has a culture.

If we don’t take steps to intentionally design our culture,
our employees will.

Six Components of a Great Corporate Culture

Vision

Values

Mission



People

Narrative

Practice



Vision, Mission, and Values Shaping Decision-Making

1) Vision as a Guiding Compass

2) Mission as a Framework for Action

3) Values as a Filter for Ethical and Practical Choices



How Vision, Mission, and Values Shape Organizational Culture and Strategy

- 1) Shaping Organizational Culture
- 2) Building Alignment and Engagement
- 3) Guiding Long-Term Strategy
- 4) Reinforcing Brand Identity and Competitive Advantage



Takeaways from Section 1

Aligning Mission, Vision, and Values to Drive Organizational Success:

- **Mission, Vision, and Values Are the Foundation**
 - They shape organizational direction, decision-making, and culture.
 - Alignment of these elements creates a cohesive and unified team.
- **Influence on Organizational Culture and Business Strategy**
 - Clear alignment fosters a culture of shared purpose, leading to strategic success.
- **Guiding Long-Term Sustainability**
 - A well-defined mission and values lay the groundwork for strong partnerships and long-term organizational growth.

Section 2

Building a Values-Driven Workplace
to Enhance Employee Satisfaction
and Retention



Importance of Values in the Workplace

Why Values Matter in the Workplace:

- Values as the foundation for organizational culture
- Employee satisfaction & retention are linked to shared values
- Cohesive work environment = better performance & reduced turnover





Recruitment Aligned with Mission and Values

Recruiting the Right Talent: Aligning Values from the Start

- Prioritize cultural fit during recruitment
- Screen for values alignment during interviews
- Clear communication of mission and values in job descriptions



Aligning Values - #1

PATIENT-CENTERED

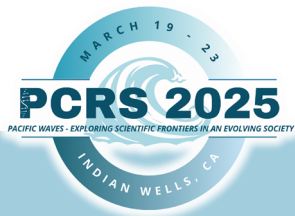
Our patients are at the heart of everything we do. We are committed to helping them achieve their dreams by providing compassionate care and unwavering support. We recognize that fertility treatments can be a difficult journey, which is why we create a welcoming and personalized environment. Our goal is to deliver the highest quality care with honesty, empathy, and dedication, ensuring every patient feels valued and supported throughout their experience.



Asking Questions to Align to Your Value

QUESTIONS to elicit responses about Patient-Focused:

- What are some ways you have improved relationships recently with a customer/patient?
- Tell me about a time you went above and beyond to give excellent service? Why did you do it?
- What does great service mean to you?
- Tell me about a time you dealt with a challenging customer/patient or situation.
- Describe a situation that was handled poorly and what could have been done better.
- In your last job, how did you know your customer was satisfied?
- How do you anticipate customers' needs?



Desired Responses

DESIRED RESPONSES:

Candidate is able to provide responses that demonstrate their ability to:

- Help patients work through obstacles
- Be both physically and mentally present in every interaction
- Provide service options to patients/customers
- Set realistic expectations
- Anticipate patient/customer needs
- Recognizes that different patients need different things
- Show empathy when dealing with a difficult situation
- Provide timely care and communicate
- Listen to patients and objectively receive their feedback
- Maintain positive body language, eye contact, smiling





Building Employee Engagement Through Shared Values

Engagement and Commitment:

- Create a culture of collaboration & trust
- Encourage employee involvement in decision-making
- Recognize employees who exemplify organizational values



Impact of Values on Employee Retention

How Values Impact Employee Retention

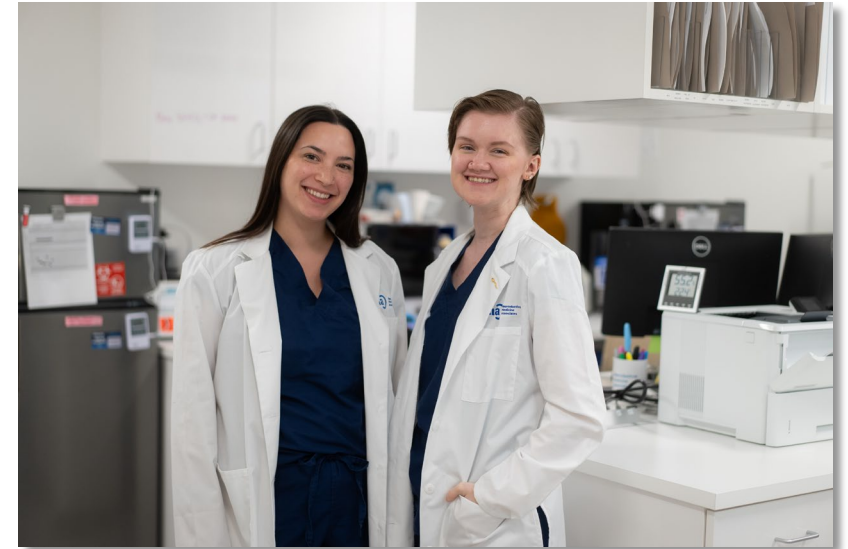
- Values alignment improves employee satisfaction
- Increased loyalty through a shared sense of purpose
- Positive work culture reduces turnover



Practical Strategies to Foster a Values-Driven Workplace

Practical Tips for Building a Values-Driven Culture

- Integrate values into daily operations
- Offer continuous learning opportunities
- Develop recognition programs





Key Takeaways from this Section

Building a Values-Driven Workplace

- Recap: Aligning values with recruitment, engagement, and retention
- A cohesive values-driven workplace leads to a thriving environment for both employees and patients.

Section 3

Enhancing Patient Care and
Customer Satisfaction Through
Shared Values





The Power of Shared Values in Healthcare

How Shared Values Lead to Better Patient Care

- Values-driven culture supports superior patient care
- Alignment between values of care providers and organization
- Consistency in patient experience

Values and Trust in Patient-Provider Relationships

Building Trust Through Values-Based Care

- Trust is the cornerstone of patient-provider relationships
- Consistency in actions reinforces trust
- Patient-centered care is rooted in shared values





Enhancing Patient Satisfaction with a Values-Driven Approach

The Direct Link Between Shared Values and Patient Satisfaction

- Patient satisfaction is closely linked to employee engagement
- Empathy, respect, and communication improve patient satisfaction
- Building positive relationships leads to positive outcomes



The Role of Leadership in Promoting Values-Driven Care

Leadership's Role in Embedding Values into Patient Care

- Leaders as role models for shared values
- Training and development programs to reinforce values
- Encouraging open communication about values-based care

Practical Steps for Embedding Values in Patient Care

How to Integrate Values into Daily Patient Care

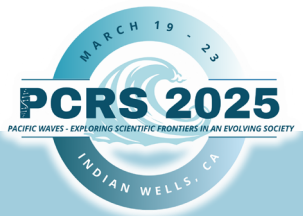
- Embed values into every patient interaction
- Utilize feedback to align patient care with values
- Regularly assess patient satisfaction related to values-based care





Measuring Success

- Key Metrics:
 - Employee Engagement and retention rates
 - Patient satisfaction and feedback





Conclusion and Key Takeaways

Enhancing Patient Care and Satisfaction Through Shared Values

- Recap: The link between shared values and improved patient outcomes
- A values-driven culture fosters collaboration, trust, and patient-centered care
- Takeaway: Evaluate your organization's values and ensure they're aligned with patient care strategies

In conclusion...


It begins and ends with you!






Q&A

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