

CULTURE of Kindness at RWJ: Living our Values Everyday

Commitment

I will always...walk through the threshold of RWJ and know that I am privileged to work in an outstanding and exceptional institution.

I will always...ask, “How can I help you?”

I will always make time for you.

Understanding

I will always...ask my patients and visitors, “What is most important to you about your visit?” I will listen to their concerns and intervene on their behalf.

Learning

I will always...communicate with kindness.

I will always...step aside for patients and visitors when using the elevator and dining room.

I will always...offer directions to and escort those lost in our hospital.

Trust

I will always...smile and make eye contact within 10 feet of every patient and visitor.

I will always...smile and greet every patient and visitor within 4 feet with “Good Morning / Afternoon / Evening.”

Unity

I will always...introduce myself by name and state my role.

I will always...”manage up” all RWJ colleagues.

Respect

I will always...apologize for any inconvenience experienced by our patients and visitors and I will take steps to make things right.

I will always...do my best to fix any problem experienced by our patients and visitors and I will not blame others.

Empathy

I will always...place our patients’ care and experience first.

I will always...say, “Thank you,” and “It is my pleasure!”