## SIDRA BEHAVIORS

The identified values and indicators in this framework describe the behaviors expected from ALL Sidra staff in how we deliver our priorities and ensure outstanding care and service for our patients and the Qatar community. Each of the six values – Trust, Care, Teamwork, Transparency, Innovation and Efficiency is made up of typical behavioral indicators.

Line managers should review the framework with their reports and discuss how the behavioral indicators apply to their individual roles and how these can be successfully demonstrated.

<table>
<thead>
<tr>
<th>Value</th>
<th>Summary</th>
<th>Winning Behaviors</th>
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| **TRUST** | • Being competent  
• Acting consistently, reliably and predictably  
• Acting with honesty and integrity  
• Respecting patient, employee and commercial confidentiality  
• Delivering on commitments | • Delivers care and services according to relevant policies, procedures and guidelines at all times  
• Recognizes individual development needs and takes responsibility for personal and professional development  
• Demonstrates honesty and truthfulness in dealing with others and extends trust to others  
• Shows discretion and maintains confidentiality  
• Demonstrates accountability and reliability in doing what he/she commits to do  
• Takes ownership and responsibility for work commitments and is accountable for the outcomes |
| **CARE** | • Acting with empathy, kindness and compassion  
• Being humble  
• Listening and responding  
• Acting with cultural sensitivity  
• Caring for our patients and staff | • Is attentive to the needs of others, shows understanding and responds accordingly  
• Takes time to be present and supportive of others  
• Puts the best interests of patients at the center of all decisions and actions  
• Ensures processes are patient and family-centered and are aligned to Sidra’s vision of exceptional care  
• Listens, identifies needs and follows through  
• Shows respect for other cultures, beliefs and practices |
| **TEAMWORK** | • Sharing information and knowledge and learning from demonstrated expertise  
• Being respectful and thereby earning respect of others  
• Acting with professionalism  
• Leading and following  
• Collaborating and being accessible | • Collaborates with and encourages others to increase learning, knowledge and skills development  
• Seeks out feedback on performance and behaviors; reflects on and learns from experiences  
• Provides constructive feedback to support individual and organizational development  
• Involves and engages in open and respectful discussion, nurturing healthy debates  
• Contributes and commits to team goals, and supports team decisions  
• Identifies and uses opportunities to work collaboratively across teams |
| **TRANSPARENCY** | • Frequent and honest communication  
• Open access to information for decision making  
• Willingly acknowledge shortcomings  
• ‘Speaking up’ about concerns  
• Publishing performance indicators | • Communicates clearly and openly, adjusting information to the needs of the audience  
• Makes information easily accessible and is willing to share  
• Clearly explains the process and supporting information in decision making  
• Owns mistakes and problems without seeking to blame  
• Questions and challenges unacceptable experiences, processes and non-values aligned behavior  
• Openly and fully reports progress compared to performance targets and indicators |
| **INNOVATION** | • Freedom to innovate  
• Welcoming ideas and encouraging creativity  
• Supporting talent  
• Creating confidence  
• Celebrating successes | • Displays curiosity, creativity, and evaluated risk taking to explore new ideas  
• Takes initiative to go beyond assigned responsibilities and goals within scope of practice  
• Offers and encourages ideas and actions which will benefit Sidra, our patients and families, staff, and Qatar  
• Embraces improvements and changes to processes as opportunities for learning and growth that contribute to a world class healthcare organization  
• Positively engages colleagues across Sidra to harness and build upon employee experience and best practices  
• Gives credit to others, recognizes and celebrates wins |
| **EFFICIENCY** | • Providing measurable value  
• Using data to drive decision making  
• Having and achieving clear goals  
• Building processes that work  
• Continuously improving outcomes in patient and family care | • Adopts and adheres to high quality systems and processes that follow best practice standards in area of responsibility  
• Assigns and manages resources carefully and responsibly, maximizing financial efficiency  
• Takes time to collect and assess information to make an informed decision and to create improved processes for the delivery of services  
• Sets clear personal goals, and foresees and plans around challenges and risks  
• Improves quality, excellence and safety through work practices  
• Works to improve individual performance and level of care and service |