

PSJH EXECUTIVE UPDATE WEBCAST NOTES

March 14, 2018



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Panelists:	Mary Anne Sladich-Lantz, GVP, ministry leadership formation, PSJH Rosie Perez, SVP mission integration, PSJH
Topic:	Mission Statement and Values
Strategic Pillar:	Strengthen the core
Goal:	Introduce the new Mission and values statements.
Call-to-Action:	Share the on-demand version of the webcast with your team. Use these notes to help foster a discussion about the new statements, what it means to you, caregivers, and the work we do.

Introducing the new Mission Statement and Values:

Mission statement

As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Values

- **Compassion**
We reach out to those in need and offer comfort as Jesus did. We nurture the spiritual, emotional and physical well-being of one another and those we serve. Through our healing presence, we accompany those who suffer.
- **Dignity**
We value, encourage and celebrate the gifts in one another. We respect the inherent dignity and worth of every individual. We recognize each interaction as a sacred encounter.
- **Justice**
We foster a culture that promotes unity and reconciliation. We strive to care wisely for our people, our resources and our earth. We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.
- **Excellence**
We set the highest standards for ourselves and our ministries. Through transformation and innovation, we strive to improve the health and quality of life in our communities. We commit to compassionate, safe and reliable practices for the care of all.
- **Integrity**
We hold ourselves accountable to do the right thing for the right reasons. We speak truthfully and courageously with generosity and respect. We pursue authenticity with humility and simplicity.

Vision: Health for a Better World

Promise: “Know me, care for me, ease my way.”

How did we get to this point? Where did the journey begin?

- The process for developing the new statements was meaningful and deliberate.
- We reached out to all saying they will be part of the journey and provide input to what our Mission statement and values will be.
- Sensing sessions began in January and ran through October 2017; Mission leaders had one-one-one and group conversations, in-person and online.
- More than 60,000 caregivers, providers, leaders, board members, sponsors and volunteers throughout PSJH provided feedback on what is most valuable and inspiring to them about who we are and what we do.
- Steering committee came together for a daylong discernment to discuss how do we take everyone's input, sort it, and have the essence of who we are rise to the surface.
- These new statements form the foundation for who we are and what we are called to do. They inspire us, unify our ministries, and provide guidance for our day-to-day interactions with patients, families, the community and each other.
- While we are using new words to express the statements, the Mission and values remain deeply rooted in the spirit and heritage of our foundresses, the Sisters of Providence and the Sisters of St. Joseph Orange.
- We didn't anticipate how hungry people were to describe what's important to us. Everyone wanted to be a part of it; they wanted to articulate and say this is who we are and why it's important.
- The Mission and values are central to who we are and how we provide care in an increasingly uncertain world. The vision sets the course for our aspirations and unites and attracts the like-minded. Our promise keeps us focused and reminds us what matters most.

More on values:

- Which values rose to the top?
 - Compassion
 - When caregivers were asked "how would you describe the work that we do," the word compassion was brought up more than any other word.
 - We named Jesus as a model, as a person who showed what it looks like to be compassionate. *Jesus taught and healed with compassion for all. – Matthew 4:24*
 - Integrity
 - It holds us to the highest standard of ethical behavior. This highlights our desire to do the right thing for the right reasons.
 - We are in a time of our culture where people long for integrity. We pride ourselves on our day-to-day work.
- What is the logic behind the other words?
 - Justice: It's to ensure that we're going to be fair, that the way we go about things is going to be just and fair. We foster a culture that promotes unity and reconciliation.
 - Excellence: We have to be excellent and never want to let go of that sense of excellence.
 - Dignity: We believe that we're created in the image of God and with that, everyone has an inherent dignity. We approach how we treat every person we meet and care for with a sense of dignity.
 - Although new values have been added, it doesn't mean we will stop focusing on the ideals of past values. Examples:
 - The legacy Providence value of Stewardship has been retired because Stewardship is included in our value of Excellence, which represents all that we are called to accomplish. It's part of our legacy to be good stewards. It's not a highlighted word but it's still there with us.

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- Legacy St. Joseph Health caregivers will notice that the value of Service has been retired because service encompasses everything that we do.
- How do we describe the words?
 - Once values were selected, we gave each region the opportunity to take several of them and reflect together with their teams to define the essence behind each word.
 - The result: Three statements after each value word to help us describe what we mean when we use the values to guide our actions.
 - Next steps: More work will be done with our organization in how to continue to build and sustain the culture we want.

More on Mission statement:

- The Mission statement is for our Catholic, faith-based organizations.
- Our other-than-Catholic partners will keep their own mission and values statements.
- The Mission has been the same from the very beginning. The words may be different but the Mission is the same.
- Concept of poor and vulnerable
 - It started as being a voice for the voiceless, then it became specific as we had more conversations.
 - This concept isn't just relating to an economic situation, but poor in spirit, poor in health. That's foundational to who we are as a Catholic system and to our founders.
 - Every organization wants that, but we may say it differently.

More on Promise:

- *Know me, care for me ease my way* – That has a universal appeal for us as an organization and beyond.
- This is what is asked of us, our promise to people. Those things are still with us.

What is the goal moving forward?

- To have every caregiver at PSJH inspired and enrolled in their own sense of what it means to live the Mission and how their work supports the Mission.
- To reflect often and deeply on the words. The hope is that all of us finds something in these words that inspire us to be our best selves and to do the work that we're called to do.

How do we ensure adoption? How can I help?

- Take the time to reflect on our new statements. Know the words, use them as a source of reflection and conversation.
- Invite caregivers into the deeper sense of what it means and connect the dots.
- Mission leaders will continue to hold meetings and sensing sessions throughout the year (i.e. town hall meetings, caregiver forums, Leadership Development Institute, etc.)
- Share tools to engage (teaching aids, toolkit, to come)