

Our Vision:

Every member of Southside's communities has the opportunity to lead a happy and productive life, built on the foundation of good health.

Our Mission:

Improving the health of our patients and communities by delivering exceptional care, removing barriers, and promoting healthy lifestyles.

**In all we do, we ask
*Does this fit our mission and vision?***



**Strive for
Excellence**

Teamwork

Inclusion

We Care

**Our 5
Core Values**

Accountability

*How do you see our
values showing up
in your work?*



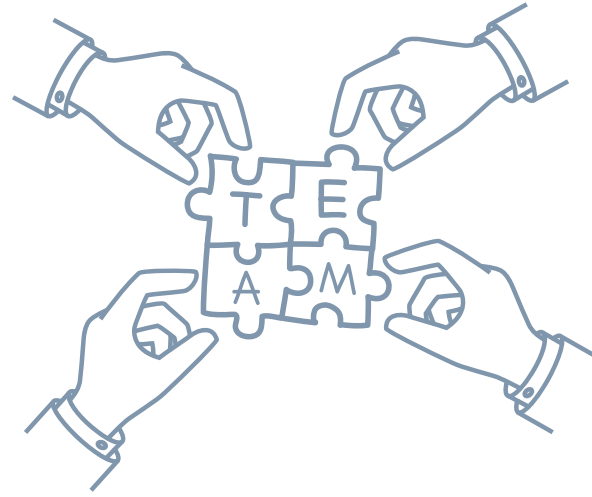
We value the safety and well-being of one another and strive to be good members of our community. As a community clinic we are part of the foundation and fabric of the communities we serve, treating people as if they are part of our families and bringing healing to our communities, one person at a time.

We Care



As a learning organization, we work to do better every day. We are champions for innovation, diversity and equity. We provide experiences that exceed expectations and reflect the high quality of care that our community deserves.

Strive for Excellence



We collaborate and share responsibility with each other and our patients. We work together to achieve our mission and vision by ensuring the well-being of our community and providing continuous support.

Teamwork



We celebrate diversity and inclusion. We respect the individual and the power of community. We seek to create an environment that inspires trust and safeguards dignity where we honor the traditions and heritage of the colleagues, patients and communities we serve. We strive to create an inclusive culture where all feedback is encouraged, heard and respected.

Inclusion



Our behaviors reflect our high standards of integrity. We hold one another accountable for our actions and decisions, even the unintended consequences, through kind and compassionate direction.

Accountability



● **Learning Organization**

We believe that failure is the first attempt at learning. We strive to create a safe space to learn and grow.

● **Continuous Improvement**

We believe that our data tells our story. We routinely and strategically review our data to identify areas we could improve to better serve our patients and staff.

● **Inclusive**

- We believe that the people who do the work have the best ideas. We have a multi-disciplinary approach to collaboration and welcome all knowledge and experience.



Opportunities to Get Involved



- Collaboration & Engagement
 - Safe place to share
 - Reaching small groups at a time
 - Utilizing staff to spread the word, *be the change*
- **Clinical Advisory Team** (Collaborate on improving health outcomes for chronic conditions, preventative care, cancer screening, depression screening, vaccinations, etc. through improved efficiency)
 - **Staff Wellness Committee** (Collaborate on improving overall wellness for staff)

Mood Elevator

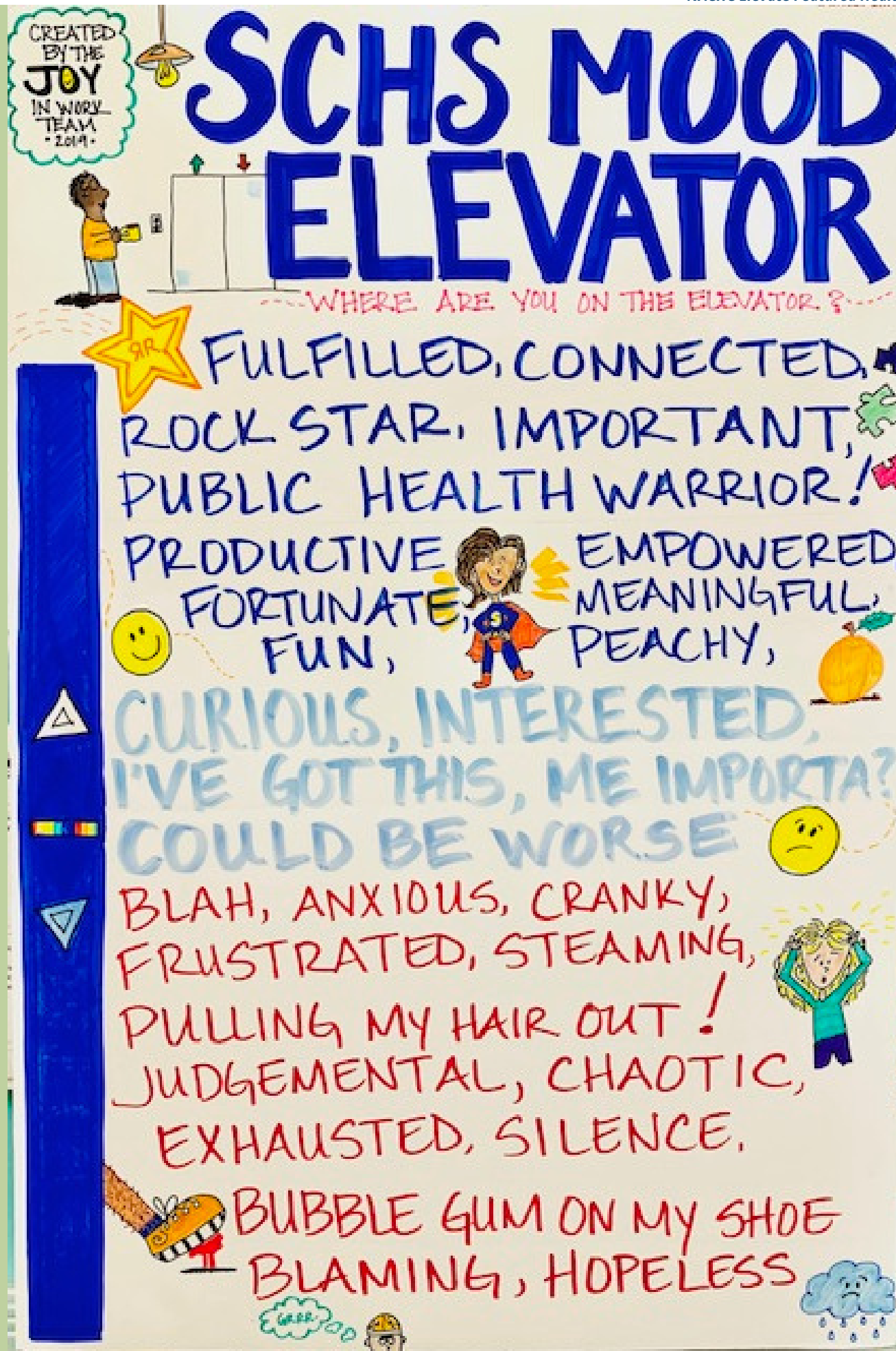
(Senn Delaney)

We encourage one another to be mindful of where we are at on the mood elevator and give ourselves and one another grace.

the mood elevator

grateful
 wise, insightful
 creative, innovative
 resourceful
 hopeful, optimistic
 appreciative
 patient, understanding
 sense of humor
 flexible, adaptive
 curious, interested
 impatient, frustrated
 irritated, bothered
 worried, anxious
 defensive, insecure
 judgmental, blaming
 self-righteous
 stressed, burned-out
 angry, hostile
 depressed

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Mood Elevator

(Southside)

What does a good day look like to you?

What does a bad day look like to you?

Don't take things personally

Remember that what others say and do is a reflection of their own reality based on their unique experiences and perceptions. Keep a trauma-informed lens before needless suffering.

Don't make assumptions

If something doesn't feel right or doesn't make sense, or if you find yourself taking something personally, ask for clarification right away.

Be impeccable with your word

The words we choose, our timing, and tone all set the stage for the relationship we build with people we are communicating with. Be mindful that words have power.

Always do your best

Our best will change moment to moment, day to day. Be kind to yourself and others.

the mood elevator

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Putting them together...

Always do your best

Our best will change moment to moment, day to day.

Be kind to yourself and others.

On the days you only
have 40%, and you give
40%, you gave 100%.

JIM KWIK



Pebbles and Boulders

Pebbles:

Small issues that are noticeable, but not problematic until there are several of them.

Boulders:

Larger issues that require more resources to address and are very problematic until addressed.

Real Life Example

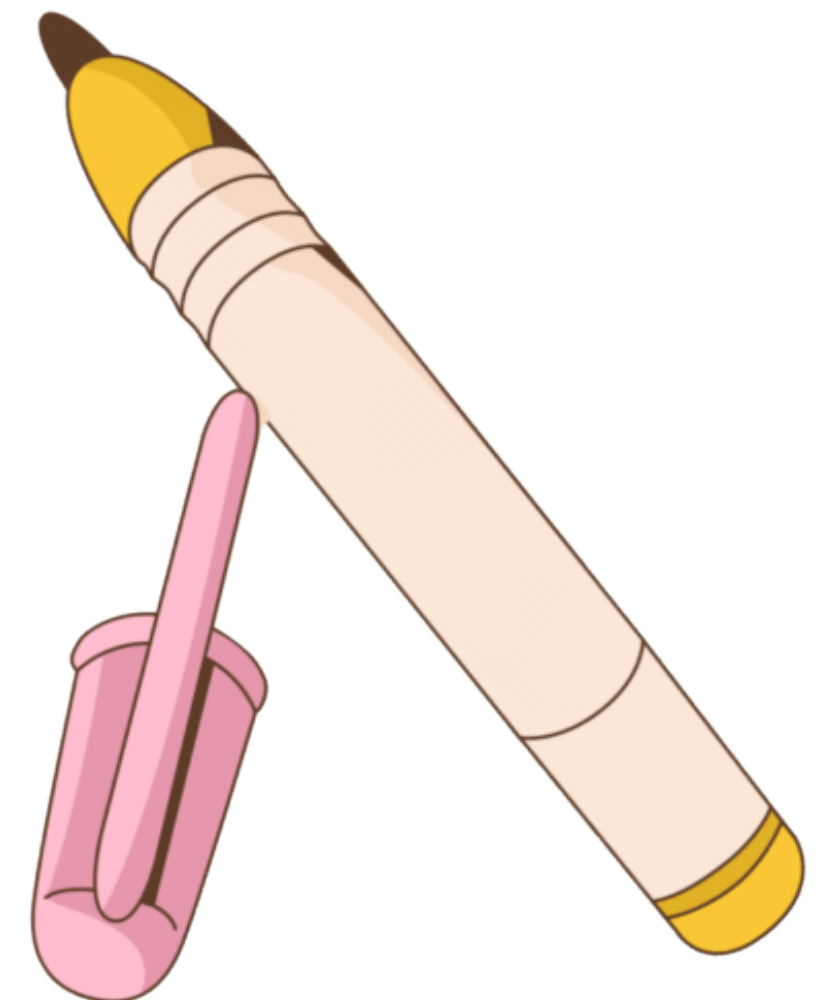
of pebbles and boulders

Pebbles

Need clicker pens!
Who orders supplies?

Boulder

Not feeling safe asking
for what we need



FEEDBACK

Feedback allows us to learn about the pebbles and boulders in our organization and open the space for us to improve.

Patients and Staff Surveys

- Done quarterly
- Q4 same questions for comparison data
- Remaining 3 surveys are based on needs



GREEN/COMPLETE	YELLOW/WORK IN PROGRESS	RED/CAN'T COMPLETE AT THIS TIME AND HERE'S WHY

T H E S T O P L I G H T T O O L

**Complete.
In Progress.
Cannot Complete at This Time.**

Found in the **Company Drive > Leading with Accountability and Purpose Toolkit** folder

STOPLIGHT IN ACTION FROM OCTOBER 2022 STAFF TRAINING

SOUTH SIDE COMMUNITY HEALTH SERVICES

GREEN/COMPLETE		YELLOW/WORK IN PROGRESS		RED/CAN'T COMPLETE AT THIS TIME AND HERE'S WHY	
Print policy and binder for paper reference to keep by desk	Plan: Print workflows and policy and put in provider pods & nurse pods.	Let Front Desk know that patients can schedule with Swetha if nurses do not have the availability.	Plan: This is in the workflow, which can be found in Policy Stat as a written resource. Note: 40 min with Swetha Front Desk meeting on 10/5/2022	Full day training	Reason: Closing the clinic for a full day will impact patient access and a full day of information may be overwhelming for staff.
	Owner: Julia ETA: DONE		Owner: Ashley ETA: 10/5/2022		Solution: Instead, we will be doing quarterly ½ day trainings.
Have more trainings – include everyone. Do this type of training for DM and asthma	Plan: We will schedule quarterly trainings of similar format.	Remove all extra HTN notes .SA53 HTN	Plan: Pilar will meet with Alejandra and Rachael (Superusers) to review extra smart phrases and remove them.		
	Owner: Alyssa in collaboration with dept leadership ETA: Ongoing		Owner: Alejandra in collaboration with Pilar and Rachael ETA: 10/7/2022		