

## THE ARIISE AWARDS

At UCI Health, we strive to uphold our ARIISE values – Accountability, Respect, Integrity, Innovation, Service and Excellence. We offer many ways to recognize and honor those who display these values within our organization. Each spring, the ARIISE Awards are presented to six individuals and one team or department who best exemplify our organization’s core values.

## THE ARIISE VALUES

### Accountability

We are responsible for the achievements and success of UCI Health.

- I will follow through and meet my commitments
- I will be accountable for my actions and supportive of my colleagues
- I will present myself in appearance and actions in a manner that conveys professionalism and pride in my area of responsibility
- I will project a positive presence and ensure that my work-related or personal frustrations are kept separate from my professional activities
- I will take responsibility for problems and solutions
- I will follow existing policies and procedures

### Respect

We foster an environment of mutual respect and trust among ourselves and with all whom we serve.

- I will always be compassionate and empathetic for team members and the population we serve
- I will make eye contact, smile and greet every individual I meet, using the individual's name if known
- I will treat all guests and co-workers with the utmost respect, dignity, and courtesy, and I will honor their confidentiality
- I will keep personal conversations with other employees out of earshot of patients, visitors, faculty, and students
- I will arrive at meetings on time

### Integrity

We tell the truth and strive to earn the trust of those around us.

- I will take pride in my work, being honest and accountable in my words and actions
- I will meet or exceed department defined service expectations
- I will make the right decisions in the best interest of UCI Health

### Innovation

We seek ideas and approaches that can change the way the world discovers, teaches and heals.

- I will approach my work creatively and continuously look for new and flexible ways to solve problems
- I will encourage and implement ideas to improve safety, customer service and operational performance
- I will work to create efficient and effective systems so that I do not spend my time repeating and fixing problems
- I will initiate and support change

### **Service**

As departments and individuals, we collaborate to effectively and compassionately serve our stakeholders, each other and the community.

- I will anticipate others' needs
- I will maintain a calm environment
- I will accept my assignments graciously and carry out my duties with pride
- I will recognize that every individual has an area of expertise and their contribution is valuable
- I will keep team members and those we serve informed about time, thank the person for waiting, and apologize for delays

### **Excellence**

We are committed to achieving the highest level of excellence in patient care, discovery and education.

- I will demonstrate pride
- I will practice humility
- I will embrace greatness
- I will encourage and praise others for work well done
- I will learn to grow, developing myself and others personally and professionally
- I will be accurate and strive for excellence

**Team Award:** This award is given to a team that models our ARIISE values and stands out in the organization as an exemplary team.