

# 2015/16 Plan (Draft)

## The behavioural blueprint



# Values & Behaviours

How will it *feel* different?

We will feel like we're all pulling together:

- clear, shared goals
- regular meetings to improve team performance
- open and effective communication

I will receive safer, higher quality care:

- treated with respect & dignity, kindness & compassion
- overall experience
- clinical outcomes

**for our  
Staff**

**for our  
Teams**

**for our  
Organisation**

**for our  
Patients**

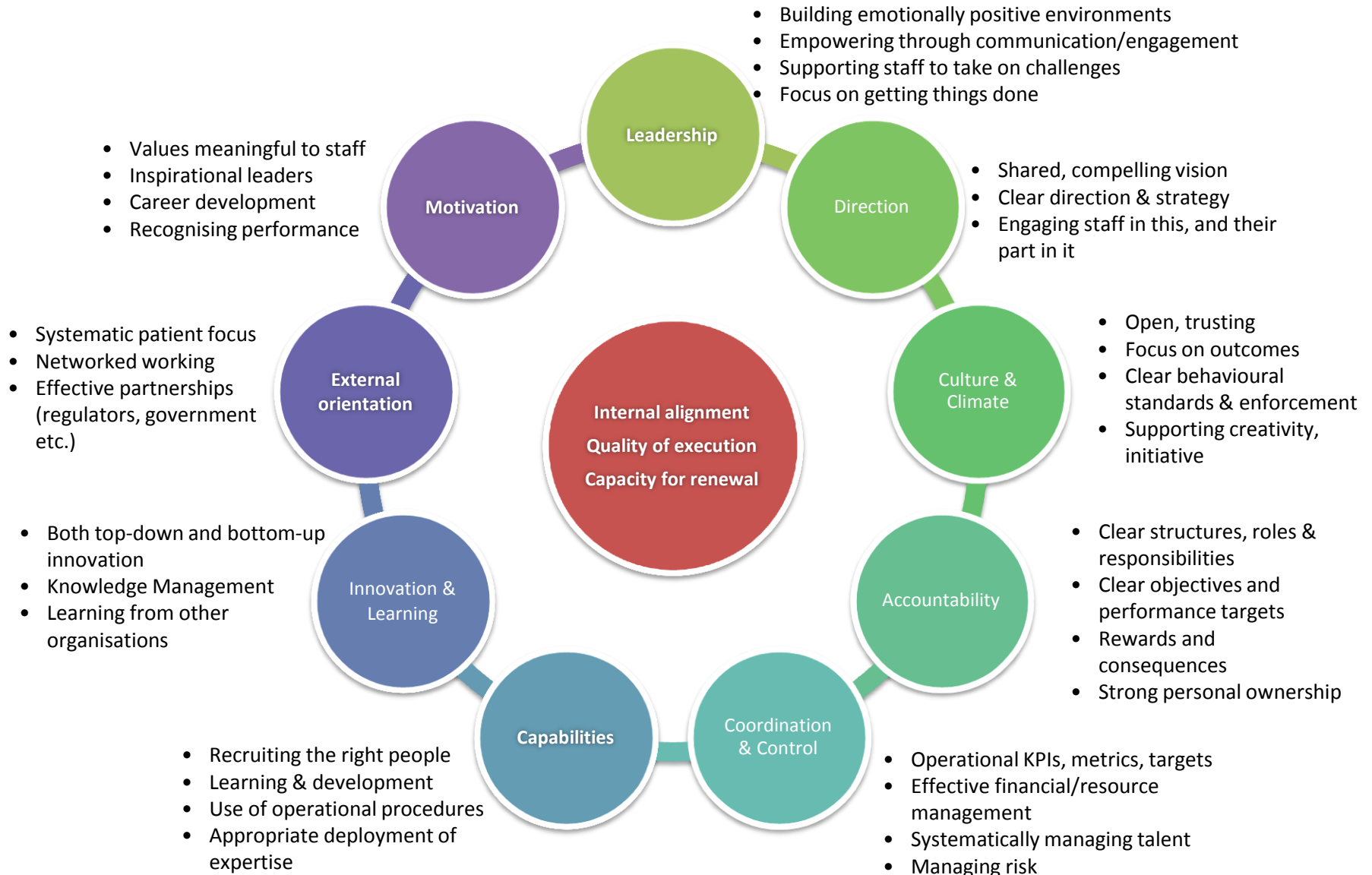
I can recommend BSUH as a place to work and be a patient. I will feel I'm:

- healthier and happier
- treated fairly and respectfully
- learning and making a real difference to patients
- able to raise concerns, and continuously improving how I/we work

Above all else, we will be an organisation that continuously learns and improves:

- clinical outcomes (eg. mortality, HCAs)
- efficiency and effectiveness
- financial and operational performance

# Organisational Health: 9 Elements



# V&Bs Programme 2015/16

