

Creating an Exceptional Experience

A Fairview Commitment grounded in the principle of **Respect for People**

I work to exceed expectations in every interaction with patients, families, guests, customers, teams, and each other.

Key Behaviors of Creating an Exceptional Experience:

1. Customer Focused
2. Build Trust
3. Accept Responsibility
4. Collaborate

Example Actions: When creating an exceptional experience, our key behaviors are demonstrated in many ways. We must always strive to achieve or exceed expectations in how we Create an Exceptional Experience. To help understand what actions are expected of us, examples actions are provided for each of the key behaviors.

Key Behaviors	Below Expectations	Achieves Results	Exceeds Expectations
Customer Focused	Inconsiderate and unresponsive to the needs of others.	Considers others as key members of a customer-focused team.	Actively advocates for those we serve as a member of a customer-focused team.
Build Trust	Words and actions are untrustworthy and divisive.	Words and actions are trustworthy and inclusive.	Words and actions promote trust in the individual, team and organization.
Accept Responsibility	Reluctant to accept responsibility and take action.	Accepts responsibility and takes action.	Holds self and others accountable and promotes action.
Collaborate	Inconsistent in providing and promoting an exceptional experience with team members and those we serve.	Consistently demonstrates a willingness to collaborate with others to create a positive, system-wide experience.	Actively promotes collaborative efforts to create a positive system-wide experience.