

# PERFORMANCE EXCELLENCE 2020

*The Main Line Health Principles of Engagement are internal standards that define how we conduct ourselves—and the behaviors to which we hold our colleagues accountable—when collaborating in patient care, business meetings, and our daily work.*



**Main Line Health®**

## Main Line Health Principles of Engagement

We work hard on things that matter	We hold each other accountable	We face reality
We select the right leaders for the right jobs	We make our expectations clear	We deliver on our commitments
We concentrate on asking the right questions	We set high expectations for ourselves and others	We cut each other some slack... but not too much
We avoid secrecy	We listen more than we talk	We have fun
We embrace discomfort / divergent opinions / dynamic tension	We deal with conflict directly and resolve it promptly	We take full responsibility for our own feelings and behaviors
We talk to each other vs. work-arounds	We examine our options deliberately... choose the best one...then act without undue delay	We build lasting relationships by engaging in real work as a team
We limit electronic use during meetings	We role model elimination of the power gradient	We share our thoughts openly during meetings

*\*The “MLH Code of Conduct” (found in the Policy Manager on the MLH intranet) reinforces the behaviors expected of all MLH team members in the areas of Patient Safety, Compassion, Participation, Innovation, Excellence, Integrity, Communication and Superior Patient Experience.*

**Safe – Timely – Efficient – Effective – Equitable – Patient-Centered**