

Toolbox for everyone

With our collective commitment to safety and reliability, we serve our mission and achieve our vision.



Our Mission

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.



Our Values

Compassion, Dignity, Justice, Excellence, Integrity



Our Vision

Health for a Better World



Our Promise

"Know me, care for me, ease my way."

CARING RELIABLY

Be Compassionate. Be Safe. Be Reliable.

Tones for respect of others at all times

Smile and greet others;
say "Hello"

Introduce using preferred
names and explain roles

Listen with empathy and
intent to understand

Communicate positive
intent of our actions

Provide opportunities
for others to ask
questions

Universal behaviors and tools



PAY ATTENTION TO DETAIL

- Self-check using STAR (Stop, Think, Act, Review)
- Peer check



HAVE A QUESTIONING ATTITUDE

- Validate and verify
- Know why and comply



COMMUNICATE CLEARLY

- SBAR (Situation, Background, Assessment, Recommendation)
- Three-way repeat-back and read-back
- Phonetic and numeric clarification
- Clarifying questions



OPERATE AS A TEAM

- Brief, execute and debrief



SPEAK UP FOR SAFETY

- Escalation using CUS (Concerned, Uncomfortable, Stop) and chain of command
- Event reporting systems (UOR)