

# The Emory Healthcare Pledge

## Self-Reflection Worksheet



Please place a check in the column that most closely represents the consistency with which YOU practice each behavior.

### We will treat each other the way we want to be treated.

	ALWAYS	USUALLY	SOMETIMES	RARELY	NEVER
Treat everyone as professionals and with respect and dignity					
Greet each other by name					
Welcome and encourage new team members					
Be honest and open in all interactions					
Be respectful of everyone's privacy					
Be culturally and racially sensitive					

### We will cultivate a spirit of inquiry.

	ALWAYS	USUALLY	SOMETIMES	RARELY	NEVER
Ask "why" when we have questions or concerns, especially about safety					
Ask for a pause when we think someone is about to make a mistake or do something unsafe					
Thank each other for raising concerns					
Declare our openness to the inquiry of others					

### We will defer to each other's expertise.

	ALWAYS	USUALLY	SOMETIMES	RARELY	NEVER
Encourage each other to offer different perspectives					
Recognize that all members make important contributions to the team					
Seek help when we don't know the answer					

### We will communicate effectively.

	ALWAYS	USUALLY	SOMETIMES	RARELY	NEVER
Listen thoughtfully and ask for clarification when we don't understand					
Check that others have understood when we say something important					
Remain respectful with our body language and tone of voice					
Remain calm when confronted with or responding to stressful situations					
Use scripts, read-back, repeat-back, or other techniques where appropriate to reduce the chance of misunderstanding					

### We will commit to these behaviors in support of Emory Healthcare Care Transformation

	ALWAYS	USUALLY	SOMETIMES	RARELY	NEVER
Encourage and support each other					
Hold each other accountable for the behaviors identified in this Pledge					