

What do we believe in at Bitterroot Health?



We **communicate & share** our ideas

Daily Tiered Huddles (every.single.day.)

A 10 to 15 minute stand up meeting in each department. Issues that cannot be resolved by the leader are "escalated" to the next tier so that high priority issues can be escalated to the CEO every day.

Quarterly Focal Review Meetings with your leader

All workforce members will have a scheduled Quarterly Touchbase with their leader. This is your opportunity to discuss your goals, your ideas and your opportunities for growth.

Monthly Talking Points Bulletin

A monthly electronic newsletter that is e-mailed to all Bitterroot Health staff each month. This newsletter give updates on or progress towards our True North goals



We believe in **continuous improvement**

Organizational "True North" Goals

All Bitterroot Health workforce members and leader focus on meeting a small number of meaningful goals each year. We call those goals our "True North" because they serve as our compass to help us continually improve and transform our organization.

Process Improvement with a LEAN Culture

Our goal is to continue to find ways to improve the quality of the care that we provide and the efficiency of the work that we do. No one knows how to do the job better than those who actually do the work so we rely heavily on YOUR feedback.

Power of 1 Award

Nominate your peers who are calling out issues and jumping in to find solutions.



We **celebrate** each other

GEM Cards

Cards of recognition and appreciation to be shared between staff. GEM stands for Going the Extra Mile and cards can be submitted for opportunities to win extra time off!

Operation High Five

Bitterroot Health has a budgeted amount set aside to celebrate each other because we recognize the importance of saying THANK YOU.

Huddle WINS & Recognition

Staff can recognize each other each day at their huddle and that recognition will be escalated to the top of the organized and cascaded back down to ALL huddles. This helps us to create a Culture of Recognition.

Daly Lift Events

Our Employee Connections Team works on finding ways to LIFT the weight off of the shoulders of our employees. We call these events a "Daly Lift."

Daly Excellence Awards

Each year, Bitterroot Health celebrates and recognizes those team members that exemplify our Daly Excellence behavioral standards. Those standards are: Attitude, Communication, Teamwork, Accountability, Service, Professionalism, Recognition, Ownership and Safety.

What does my future at Bitterroot Health look like?

Educational & growth opportunities

- Scholarship opportunities
- Educational reimbursement opportunities
- On-site training & education

Opportunities to get involved

- Participate in one of our Pillar Teams

Career moves within the organization

- Established career ladder opportunities