

St. James's Hospital's Vision, Purpose and Values

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| Vision | To be a leading healthcare organisation, nationally and internationally, improving health outcomes through collaboration and innovation. |
| Purpose | To provide the best care to every patient through our personal and shared commitment to excellence in clinical practice, education, research and innovation, while fostering our partnership with Trinity College Dublin. |
| Values | <p>Patients matter most to us. We provide care that is safe, effective and accessible so that our patients achieve the best possible outcomes and experiences of care.</p> <p>Respecting people – being kind and honest, promoting diversity, collaboration, personal and professional development.</p> <p>Innovating and sharing knowledge– we learn, teach, research and innovate to improve health and well-being.</p> <p>Using resources wisely – delivering value, working efficiently and protecting the environment.</p> <p><i>Summary: patients, respect, knowledge and resources</i></p> |

Development of St. James's Hospital's Vision, Purpose and Values

Introduction:

St. James's Hospital has commenced a review of its vision, mission and values. It is essential that members of our organisation understand our shared purpose, how we contribute to delivering the Hospital's purpose, together and individually, and the shared values that underpin our work.

What are vision, purpose and values statements?

A **vision** statement outlines what an organisation wants to be. An effective vision statement is:

- focussed on the future
- a source of inspiration and aspiration
- allows for clear decision-making criteria.
- maps out paths to progress

An organisation's **purpose or mission statement** talks about what the organisation is now. It spells out "what the organisation is about". It concentrates on the present; it defines the customers/service users, critical processes and it informs everyone about the desired level of performance. It lists the broad goals for which the organisation is formed. It references what the organisation does, what the structure is and what its plans are for the future.

An organisation's **values** describe 'how we work'. They can be expressed through standards and behaviours to which members of the organisation commit to adhere.

Developing vision, purpose and values statements for St James's Hospital:

We undertook a consultation process that involved gathering ideas from teams around the hospital and meetings with the Clinical Directors and the Executive Management Group. Examples of values statements from leading international healthcare organisations were also reviewed.

There was general agreement that the most important areas for staff in SJH were:

- Safety and Quality
- Clinical Outcomes
- Patient experience
- High quality care – being patient-centred and respecting dignity and diversity; demonstrating kindness, friendliness, flexibility, compassion, empathy and humility.
- and that these domains should be supported by an evidence-base innovation and research.

Key themes relating to staff included:

- The importance of team and having a collaborative approach, encompassing effective working relationships, open communication, shared learning, cohesion, equality, nurturing and partnership with patients.
- Being proactive, creative and innovative
- Pride in and loyalty to our Hospital
- Ownership, including accountability, excellence, honesty, transparency and responsibility

The main themes for the service included:

- Make services accessible.
- Serving the (local) community.
- Being recognised internationally
- Being results-oriented.
- Defining the services we offer
- Being environmentally friendly
- Being a centre of excellence in academic terms
- Optimising the use of resources
- Protecting and promoting collegiality in St. James's Hospital
- Attractive career opportunities for all staff

All these ideas and suggestions have been considered in the development of draft statements that are presented now for feedback from SJH staff. These statements should describe what St James's Hospital wants to be in the future (vision), what St James's is about (purpose) and how we work (values we demonstrate on a daily basis).