



The Charter of Values of the healthcare personnel of Meyer Children's Hospital

A pact with children, families, colleagues and the community

Values Dimensions	Passion and responsibility	Knowledge of complexity	Evolution and flexibility	Belonging and loyalty	Trust and transparency	Listening and openness	Protection of the common good
Individual specificity that everyone has: history, experience, skills, culture, etc.	<p>The motivation to take care of others, work in the healthcare field and in particular in a public pediatric structure originates from the specific history of each individual.</p>	<p>Each healthcare worker knowingly participates in the realization of high-quality healthcare by making available his/her own skills, which do not regard only technical aspects but also relational capacities and moral qualities.</p>	<p>The healthcare worker meets the challenge of responding to health demands that are increasingly complex and changing by developing his/her capacities for flexibility and continuous evolution. This requires targeted continuing education and a mental attitude that is not limited to a reassuring but less stimulating and anachronistic rigidity of role.</p>	<p>The healthcare worker recognizes the value of the community as a place to draw from for his/her own individuality. Loyalty toward the community is also loyalty toward oneself.</p>	<p>The trust that the young patients and their families place in the healthcare worker presupposes the latter's trust in his/her capacities to respond to the former's needs. Furthermore, this process is facilitated by the transparency of the worker, who is committed to using clear and understandable language.</p>	<p>A predisposition to listening and an openness toward those who express a need for care is part of the individual skills that each healthcare worker should possess.</p>	<p>The workers are aware of the economic impact of their professional acts and are committed to a responsible use of the available time and resources.</p>
Relational with the young patients, families, colleagues and community	<p>Emotional involvement is taken as an element not to be eliminated, but to be translated into a resource and integrated with the rational element, making possible the authenticity of relationships and assuming responsibility for the young patients and their families.</p>	<p>The complexity of the care needs expressed to the Meyer Children's Hospital correspond with the complexities of the relational system that is deployed to respond to them. This requires that the personnel have the capacity to relate – in the best way possible – to the young patients, their families, colleagues, other services (internal and sometimes external to the hospital) and with every other subject involved in the care process.</p>	<p>The dynamic and changing nature of the needs, roles, and skills required invites the personnel to feel like part of a team and to support each other in difficult moments. Not only colleagues must be included in this team but also the children, their families, parent and volunteer associations, and all the other actors that contribute to achieving the health objective.</p>	<p>The multidisciplinary work that is fundamental in healthcare is facilitated by loyalty, a sense of belonging to a team and a spirit of collaboration. Loyalty toward children and families also means helping them to be knowledgeable actors in the care process and protecting their confidentiality.</p>	<p>The worker relates in a transparent and loyal way to the young patients, their families, colleagues and the other interlocutors involved in the care process, creating the basis for a trusting relationship.</p>	<p>When the worker interacts with the young patients, their families and the other actors involved in the care paths, he/she is committed to creating a true personalization of care and integration among hospital roles and between the hospital and the surrounding area, which presumes an approach characterized by authentic listening and openness.</p>	<p>The staff members are committed to pursuing appropriateness in the healthcare approach and helping the young patients, families and the community to understand their strategic nature for preserving the common good. The importance of maintaining good relations with colleagues is included in this sense, with everyone contributing to protecting Meyer's human resources.</p>
Organizational not only processes, procedures and models but also organizational culture	<p>Motivation and a sense of responsibility are grown/nurtured by the organizational culture and by the involvement of staff in the hospital's vision and mission.</p>	<p>The hospital (understood as the totality organized by the personnel) is committed to guaranteeing high quality healthcare standards through effectiveness, efficiency, safety, appropriateness and integration.</p>	<p>The staff members contribute to developing an organizational culture that makes concrete the implementation of continuous innovation tools and processes in every organizational environment and the search for always new and better treatments characteristic of a hospital with a high degree of complexity that tends toward excellence. This evolutionary capacity constitutes a precious resource, especially in this historical phase in which change is continuous. These ambitious objectives are pursued with the help of the Meyer Foundation.</p>	<p>An organizational culture that helps to make visible the contribution of each worker to the achievement of the hospital's objectives helps reinforce the sense of belonging to the hospital. In turn, feeling part of a "we" contributes to developing loyal relationships with colleagues, transcending everyone's specific objectives.</p>	<p>The daily realization of relationships characterized by transparency and loyalty contribute to creating a climate of trust within the hospital that promotes the development of virtuous synergies and sustains the feeling of collective effectiveness.</p>	<p>The staff as a whole contributes to determining an organization that must intercept a delicate and dynamic equilibrium between protecting the privacy and fragility of he/she who needs to be cared for and keeping an open and constant dialogue externally, not only in terms of spatial confines but also cultural ones.</p>	<p>The hospital has the responsibility of realizing and supporting a system that allows all the actors involved to work under the best conditions possible in order to reach the set objectives. A great attention is paid to protecting the economic resources and human capital.</p>