



*Implementing the TRUSTED Colleague concept into your organization isn't hard at all. It begins with simple communication, in this case, an email sent to staff members from a CEO of Health Care Organization in Denver, CO.*

What if every one of us became this kind of teammate and colleague? Imagine the impact on patients and families. Imagine how much fun we would have at work. Imagine how many people would want to work here. Imagine how we could transform the patient experience and all of health care.

Of course, the TRUSTED Colleagues model is not anything new. It's just an expression of what we already know, especially those of us who have had patients swinging in the balance and realized that the good people around us have helped these people through a tight spot. For this reason—that the Memorial journey ahead is about reclaiming why we entered this work and how we do it—this trusted colleagues model is our cultural north star. The first question for each of us is, “Am I willing to become one, more and more every day?” The next question is “Can I call this capability out of others?” And for all of us, “Can we commit to building this kind of culture relentlessly?”

To that end, we will be taking each of the letters in the model and building skills, tools, and competencies around them. We'll teach, learn, develop, and hold ourselves accountable to these skills, tools, and competencies. I would invite each of us to think carefully—remembering our best team experiences—about what skills, tools, and competencies you would expect out of yourselves and each other, the ones you think this organization should really define as fundamental. We've set up an e-mail address where you can send your thoughts.

Help us define the organization you want to build and be part of.

We'll be going into depth with this at the next Leadership Forum, and we'll plan on defining, with your help, these things that we'll stand on and for by the end of September.

You'll be hearing more about TRUSTED Colleagues, and we look forward to your feedback. More importantly, we look forward to creating a culture of TRUST by focusing on teamwork, respect and responsiveness, understanding, safety, talent, execution, dedication and devotion.

I hope that starts to answer the “what-kind-of -culture-are-we-building-here” question. I see us answering it already in many ways all over Memorial, and we will continue to answer it together as we work.