

Appendix 2

HSE Values Charter for use in the Performance Management Cycle where values are the basis of defining required behaviours and behavioural indicators.

Respect

Valuing patients / clients and each other. Recognising the fundamental worth of people through trust, courtesy, mutual communication and collaboration

- ❖ We will **respect** our patients / clients, their families and each other as individuals
- ❖ In our communications we will be caring, loyal, truthful, respectful, kind, considerate and empathetic
- ❖ We will **actively listen** to the views and opinions of all stakeholders and consider them in our actions, and
- ❖ We will show **dignity**, courtesy and professionalism at all times.

Fairness and Equity

Providing health and personal social services based on need and striving for an equitable health service

- ❖ We will deliver high quality, reliable, **person-centred** services, delivered as close to the point-of-care as possible
- ❖ We will pursue **equality of access** and delivery of the full range of services for everyone, based on need, and
- ❖ We will ensure that those most disadvantaged and marginalised in our community have their health and personal care **needs met**.

Excellence

Striving for the highest level of achievement in all aspects of our work

- ❖ We will continue to strive to deliver evidence based **best practice**
- ❖ We will continually **audit and evaluate** our performance / services and act upon the findings
- ❖ We will encourage and facilitate continuous **training and development** for all our staff, and
- ❖ We will support **innovation** and encourage **creativity**.

Leadership

Directing the future of the HSE

- ❖ We all have a role to play in leadership by communicating the vision, taking responsibility, **building trust and confidence** among colleagues and service users.
- ❖ **Lead by example** – We are all human beings with different strengths; we will learn from the strength of others who have enriched our lives, and

- ❖ We will respect and acknowledge the role of our staff and **instil pride** in delivering our services.

Accountability and Responsibility

Honesty, consistency and accountability in decisions, words and actions

- ❖ We will provide health and personal social services within our allocated budget
- ❖ We will ensure **integrity** in our processes and practices
- ❖ We will encourage and allow **individual responsibility** and empower staff to manage their services
- ❖ We will recognise **performance** and challenge underperformance and non performance, and
- ❖ When something goes wrong, we will **acknowledge**, we will **apologise** and find out what happened. We will put **mechanisms** in place to ensure it will not happen again.