HOPES Squad Key Accountability Areas

- **Brand Ambassador:**
  - Supports an integrated/multi-disciplinary health care model.
  - Champions a practice that is evidence based and team based.
  - Honors and protects the HOPES mission, vision and values.
  - Treats all people with dignity and respect.

- **Self-Leadership:**
  - Asks for what you need from your team members and leaders.
  - Provides constructive feedback about what’s working and not working.
  - Negotiates with one’s direct leader to have needs met.

- **People Relations:**
  - Supports HOPES commitment to provide legendary care and service.
  - Initiates and takes responsibility for own actions; demonstrates willingness to have difficult conversations, deescalate volatile interactions; and provides service recovery.
  - Withholds shaming and judgment in interactions with others.
  - Clarifies and asks questions to gain insight when needed.

- **Organizational Compliance**
  - Completes all training and policy review in a timely manner.
  - Knows, understands and practices in accordance with all applicable regulations and standards.
  - Reports incidents and issues to appropriate persons; reports conflicts of interest, sanctions and infractions as soon as practicable after discovery.

- **Department Support**
  - Assists with other assignments as needed.
  - Engages with other department staff to increase the strength of the business unit.
  - Assists with other department functions as assigned.
  - Takes personal ownership of the success of the department and organization.