



Culture of One

What is work culture?

Culture affects every part of our workdays.

It controls our interactions.

It sets a tone.

It encourages some behaviors and discourages others.

Culture determines what is possible.

What is Culture of One?

Lake Regional is not a hospital. It's not a network of clinics. It's one health system. No one here represents just one part of Lake Regional.

We're all connected.

If someone in a clinic does their best every day, that supports someone who's providing care in the hospital. In many cases, we care for the same patients. But even when there's not a direct patient connection, the fact that all of us wear a Lake Regional badge makes us accountable to each other.

Lake Regional Values

Our value statements tell us the habits and mindsets that we value in our team members and that we want to be characteristic of Lake Regional.

Lake Regional Values

Commit to Each Other.

Encourage Excellence.

Care More than Expected.

These values are not just expectations for Lake Regional team members. These values are also expectations that we have for Lake Regional.

This means that while Lake Regional asks us to “commit to each other,” Lake Regional also providing ways to help us do that.

Lake Regional Values

Each value has supporting statements that provide direction and clarity. These supporting statements answer the question, “What does this value look like at Lake Regional?”

Commit to Each Other.

We are a team.

Our shared goal is to improve lives.

We need each other to succeed,
so we hold ourselves and each other accountable.

We nurture a supportive environment,
and we find strength in our togetherness.

We are proud to represent Lake Regional Health System.

Commit to Each Other in Action

Lake Regional supports this value through generous benefits, HERO Club, PTO sharing, fun days, group wellness activities and more.

Commit to Each Other in Action

Examples of teammates living it out:

“Thanks for going and getting our patient so we could keep cases moving in surgery. It really helped us speed up the process and kept the patient from waiting too long for their surgery.”

“I am so thankful for the constant dedication Judy shows in being a team player. She is not only my go-to person when I get slammed, but for many others as well. She jumps in anytime she is asked without hesitation. I cannot ever thank her enough for all she does!”

“Kim has been acting as a preceptor to our new staff members and I have received great feedback on her commitment to their success.”

Encourage Excellence.

We are intentional in every interaction so that we provide an exceptional experience for every person, every time.

We innovate and continuously improve as individuals and as a team.

We keep a positive attitude.

We promote safety and transparency.

We communicate clearly with each other and our patients.

We recognize and reward actions that give better experiences.

We take pride in contributing our best work.

Encourage Excellence in Action

Lake Regional supports this value through continuous process improvement, trainings, Lean Six Sigma, recognition programs, scholarships, communication tools and more.

Encourage Excellence in Action

Examples of teammates living it out:

“I cannot say enough good things about Sherri. Her job is endless. She completes every task with the utmost care and detail. There are constant phone calls and patients to reschedule, she handles every call with grace and kindness. She is very thorough and is an expert at problem solving. I don't know what we would do without her!”

“Faith, as a new graduate nurse you truly demonstrate professional excellence in all your interactions with co-workers and patients alike. One of your patients commented about how great you were when you started his IV. You are off to a great start in your career.”

Care More than Expected.

Improving lives is at the center of all we do.
We are here because we care about people,
and we proudly make our days about serving others.
Our work is fulfilling because people trust us to help them.
We do more than expected
because we care more than expected.

Care More Than Expected in Action

This last value is our WHY. It's how we know if we fit at Lake Regional.

Lake Regional supports this value by keeping our shared purpose – Improving Lives – in front of us. It's why we share patient thanks and stories with each other. We unite as we celebrate the positive impact we have together.

Care More than Expected in Action

Examples of teammates living it out:

Go back and read the previous examples for Commit to Each Other and Encourage Excellence. In every one of them, the person did more because they care more. Our actions demonstrate how much we care.

Care More than Expected in Action

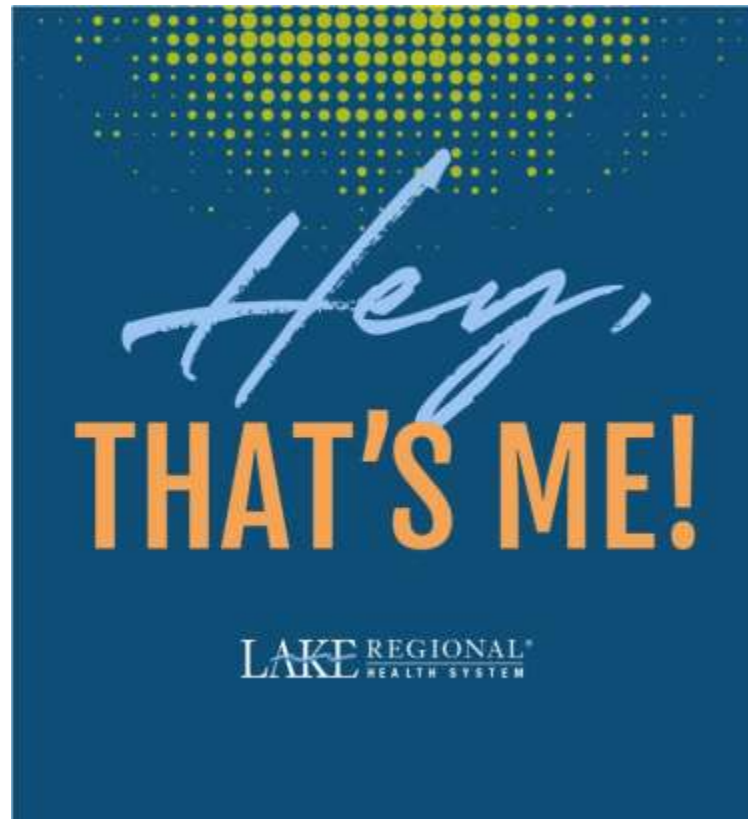
Health care is not easy work. We help people through their bad days – sometimes their worst days. Each of us is here because we want to improve lives. We are here because we care more than expected.

This is the good work we do every day.

[“Stroke Patient” video](#)

It takes all of us.

At Lake Regional, we are a team. We all need each other to do our part in caring for those who trust us to make their lives better. That's our Culture of One.



Whether you have a direct connection with patients or support those who do, you are here to improve lives. And your part – and how you do your part – matters.

**We decide what's possible.
Together.**

[“This Place Is Different” video](#)

Are you in?



CULTURE OF ONE