



Rancho Los Amigos National Rehabilitation Center

DEPARTMENT OF NURSING

POLICY AND PROCEDURE

**SUBJECT: MISSION, VISION, AND VALUES--
DEPARTMENT OF NURSING**

Policy No.: A101
Effective Date: 05/2002
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Purpose: To define the Mission, Vision and Values of the Department of Nursing.

A. MISSION

The mission of the nursing department is to provide high quality, culturally sensitive, patient-centered nursing care in a dynamic rehabilitative and medical environment.

B. VISION

To be nationally recognized for excellence in the delivery of care, by empowering nurses to be the center of innovation and change that promotes patient and staff wellness.

C. VALUES*

Important and enduring beliefs or ideals shared by nursing about what is good and desirable for our department. Values are the foundation for work performance.

1. Respect: valuing the sincere worth of the patients, families, and colleagues

Demonstrated by:

- Establishing mutual goals between patient-nurse and nurse-nurse
- Active listening
- Accepting constructive criticism
- Empathy and understanding
- Courtesy and consideration

2. Integrity: the conscious application of ethical principles at all times

Demonstrated by:

- Honesty and trustworthiness
- Respect of self and others
- Striving to understand the values of patients, families, and colleagues

3. Altruism: the inherent desire to help others through caring, compassion, and empathy while striving to protect the patient's health and well-being

Demonstrated by:

- Unselfishness
- Non-judgmental
- Exceptional customer service
- Being devoid of expecting reward and/or recognition

4. Advocacy: the philosophy of nursing to support and protect the patient's health and well-being

Demonstrated by:

- Open communication to achieve mutual goals
- Collaboration with the interdisciplinary team to ensure that the patient receives the necessary care to

improve patient outcomes

5. Autonomy: the application of nursing knowledge to facilitate independent decision making to improve patient outcomes

Demonstrated by:

- Shared governance
- Functioning independently with minimal direction and guidance

- 6. Excellence:** the pursuit and achievement of performance above accepted standards; readily recognized and acknowledged by others

Demonstrated by:

- A persistent drive for knowledge, expertise, and proficiency
- Challenging the “status quo”
- Actively sharing knowledge and expertise with others

**Values as reflected in Rancho Los Amigos National Rehabilitation Center Nursing Professional Practice Model*

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