

# LEADING CULTURES OF EXCELLENCE

## CULTURE OF EXCELLENCE

A culture of excellence refers to an organization culture dedicated to providing high-quality, patient-centered care through continuous improvement, high standards, and common values. This culture also encourages open communication, accountability, and teamwork among healthcare professionals.



## Three Organizational Characteristics

- 1. Continuous Quality Improvement (CQI):** The goal of CQI may include enhancing patient outcomes, safety, and operational efficiency through changes.
  - 2. Patient-Centered Care:** Patient-Centered care allows patients to make informed decisions about their treatment and well-being. It focuses on holistic, compassionate care that addresses emotional, mental, and social factors alongside physical symptoms.
  - 3. Collaboration and Teamwork:** Teamwork and collaboration in healthcare are essential to ensure better patient care and improved outcomes. By implementing interprofessional collaboration into healthcare environments, multiple disciplines can work more effectively as a team to help improve patient outcomes and better the workplace.
- Culture of excellence is very important to advanced nursing roles as it aligns within its functions in leading patient-centered care, continuous improvement, and teamwork (Fitzgerald, 2019).

## Mission, Vision, and Values

**Mission:** is to help people with a temporary or permanent disability caused by injury or disease rebuild their lives with hope, independence, and dignity, advocating for their full inclusion in all aspects of community life while promoting safety and injury prevention.

**Vision:** To be a center of excellence in patient care, education, and research.

**Values:** guiding us as we provide world-class care with heart, humor, and hope.



## Leading a Culture of Excellence

The advanced nurse leader can shape organizational culture by anchoring daily practice in the mission, vision, and values, using transformational leadership to align staff behavior with these core principles. Adding the servant style to the transformational, a nurse leader can easily foster a culture of excellence.

Transformational leadership results in more effective teams that are innovative and use creativity to solve problems (Collins et al., 2020), whereas servant leaders cultivate trust by focusing on the growth and well-being of their staff. When these two methods are combined, they enhance engagement, elevate moral, and promote sustained high performance.

## REFERENCES

Collins, E., Owen, P., Digan, J., & Dunn, F. (2020). Applying transformational leadership in nursing practice. *Nursing Standard*, 35(5), 59-66. <https://doi.org/10.7748/ns.2019.e11408>

Fitzgerald, J. E. F. (2019). Creating a culture of excellence: How healthcare leaders can build and sustain continuous improvement.KPMG International. Web.

