

LEADING CULTURES OF EXCELLENCE

BY:

Culture of Excellence

A culture of excellence in healthcare prioritizes high-quality and high-performance standards that benefit both patients and healthcare workers.

In advanced practice nursing, when healthcare providers commit to excellence, they are more likely to deliver quality care that meets or exceeds patient expectations (Medeiros, 2020).

Leading a Culture of Excellence

A culture of excellence is achieved through effective leadership. Some leadership strategies that support a culture of excellence include:

1. Practicing open and effective communication: this allows nurse leaders to form credible and authentic relationships with other staff.
2. Promoting collaboration: nurse leaders can encourage teamwork and foster an environment where ideas and feedback are welcomed.
3. Encourage continuous education: opportunities should be provided for education, training, and skill-building that align with individual career goals and objectives (Bergstedt & Wei, 2020).

Mission, Vision, and Values

An organization's mission, vision, and values provide the foundation for the establishment's culture.

A vision statement describes how to organization is unique from other organizations and specifies where the leaders hope the establishment is going. The mission describes how the establishment will fulfill the vision. Finally, values are created to assist with the achievement of the vision and mission and provide guidelines for appropriate decision making (Andresen, 2023).

Characteristics of a Culture of Excellence

- ☐ High standards
- ☐ Continuous improvement
- ☐ Accountability
- ☐ Collaboration
- ☐ Leadership support
- ☐ Adaptability
- ☐ Commitment to mission, vision, and values