



OUR PROMISE

DOING THE RIGHT THING

At Texas Oncology, we believe that doing the right thing is not only possible, it is essential. For our patients. For ourselves. For our communities.

Doing the right thing requires a culture that empowers our team to deliver optimum patient-centered care with compassion and integrity.



PATIENT-CENTERED

an enduring and relentless focus on quality care.



INTEGRITY

a commitment to build trust through honorable actions and honest communications.



ACCOUNTABILITY

a desire for constant personal and professional improvement.



COLLABORATION & RESPECT

a spirit of understanding and active collaboration with each other.



ADAPTABILITY

an agility to act in an ever-changing environment.

LIVING THE FIVE PILLARS

PATIENT-CENTERED

- Act in the best interest of the patient
- Treat every patient with respect and dignity
- Embrace the highest standards of patient care
- Show compassion and empathy to all patients
- Greet patients by name and smile
- Respect patients' time through scheduling and clinic flow
- Communicate clearly and effectively
- Educate and involve patients and families in decisions about their care

INTEGRITY

- Demonstrate the highest level of quality and value in all we do
- Maintain open and honest communication
- Align words and actions
- Exhibit ethical and professional conduct
- Keep promises to patients and coworkers
- Use financial resources wisely as a responsible steward of patient and practice assets

ACCOUNTABILITY

- Take responsibility for personal and professional actions
- Project a professional image
- Be compliant and follow policies
- Understand and fulfill Texas Oncology's Vision, Mission, and Values
- Be courageous and hold one another accountable
- Put the needs of the team ahead of personal interests

COLLABORATION & RESPECT

- Contribute to the Care Team – to be true to our patients, coworkers, and practice
- Actively collaborate to efficiently accomplish team goals
- Treat everyone with the same respect you want to be shown
- Acknowledge and appreciate each other's contribution
- Be open-minded, courteous, and encouraging
- Actively look for opportunities to help others
- Give feedback constructively; disagree respectfully

ADAPTABILITY

- Embrace innovation and continuous improvement
- Welcome and explore new ideas
- Be adaptable, while acting decisively
- Have the resolution and willingness to change