



*Working at DCHS:*

'Outstanding' is how we want everyone at DCHS to feel about the work we do and the care our patients and service users experience. The Outstanding Way is a major new trust-wide initiative focussed on listening to staff; helping them overcome barriers, deal with challenges so that they can spend more time caring for patients.

*The Outstanding Way approach:*

The Outstanding Way is about empowering staff to make a difference in their area, valuing the experience of our staff to help identify issues and then help us to design and implement improvements.

*The Outstanding Way goals:*

- Ensure the right person sees the patient in the right place
- Develop more integrated working
- Identify and remove barriers to efficient working and avoid duplication
- Reduce unwanted variation and ensure consistency where possible
- Standardise processes
- Deliver measurable clinical outcomes