



The Memorial Experience - Patient First STANDARDS OF BEHAVIOR

WE ARE the providers of care and the supporters of patients and families. We demonstrate on a daily basis our commitment to service excellence. As partners in healing, we are committed to the highest standards of professional and ethical conduct. To this end, all Memorial Healthcare System leadership, employees, volunteers, and medical staff are expected to be:

RESPECTFUL

Respect all individuals and treat them with dignity and compassion.

- Show patience and allow necessary time
- Use AIDET -- Acknowledge, Introduce, establish a Duration, provide an Explanation, and say Thank you
- Escort visitors and patients to their destination*
- Place electronic communication devices on vibrate mode
- Focus your full attention on the person while speaking

Respect the expertise that everyone brings to Memorial Healthcare System.

- Welcome new colleagues
- Listen respectfully to others

Respect the individuality, privacy, and dignity of everyone.

- Knock before entering
- Maintain and protect patients' dignity, modesty, and confidentiality
- Use elevator etiquette; allow patients and visitors to enter and leave first
- Keep all interactions professional and positive
- Use telephone etiquette by answering professionally and within three rings*
- Refrain from criticizing others or MHS in front of patients and visitors

Respect the diversity of all individuals.

- Be empathetic / show concern
- Honor the patient's definition of family
- Welcome family members
- Honor patient's preference regarding family involvement in their healthcare
- Honor patient's cultural and religious beliefs
- Converse and teach in the patient's/ family's preferred language

PROFESSIONAL

Professional behavior shows others that we care about their well-being and safety.

- Maintain required competencies, licensure and credentials
- Uphold MHS Code of Conduct, Behavioral Expectations, Medical Staff By-laws and Rules & Regulations
- Demonstrate the highest level of integrity and ethics
- Protect patients' and employees' confidentiality
- Recognize and respond appropriately to all safety codes
- Support a safe, secure, accident-free environment
- Refrain from using electronic communication or recreational devices for personal use in work area*

Professional appearance conveys confidence in our abilities.

- Take pride in your overall appearance
- Take pride in your workplace and help keep work area clean by picking up litter and cleaning spills promptly*
- Always wear badge visibly at lapel level on right side
- Comply with department and MHS dress code policies and standards*

Professional attitude is characterized by continuously striving to exceed the expectations of others.

- Meet attendance expectations*
- Use equipment, supplies, and time efficiently
- Foster collaboration with all team members
- Attend and participate in meetings as required. Be punctual

TEAM PLAYERS

Teamwork is a key component in providing safe care and a positive work environment.

- Work collaboratively with others
- Take initiative; be accountable for your work and environment
- Meeting our patients' and families' needs is everyone's responsibility
- Value opinions of others
- Be receptive to constructive feedback
- Cooperate with others by offering assistance

Teamwork ensures the continuity of service excellence across all areas of Memorial Healthcare System.

- Speak well of each other, "manage up"
- Support a culture of solutions rather than one of excuses, blame, or avoidance

GOOD COMMUNICATORS

Communicate to better advocate the needs of others.

- Listen carefully to patients' and families' concerns
- Encourage patients and families to provide information to facilitate decision-making
- Avoid use of medical or clinical jargon when possible
- Offer assistance to ensure understanding and facilitate learning
- Keep patients and families informed
- Coordinate and integrate care and services for the patients at hand-offs to minimize inconvenience and maximize safety

Communicate with others to ensure that you have all the information needed to provide the best care, timely responses, and a clear understanding.

- Share knowledge in a collegial manner
- Acknowledge and respond to all messages promptly and professionally
- Communicate concerns and suggestions in an open and honest manner
- Take immediate action for service recovery*
- "See it, say it, fix it." *If you see a problem, speak up and make sure the problem is fixed*

Communicate intentionally with care with patients, families, physicians, co-workers and others using the Language of Caring® skills and techniques

- Utilize the Heart-Head-Heart™ model of communication when addressing concerns, responding to a question or giving an explanation
- Be mindful of tone of voice and non-verbal cues when giving a blameless apology
- Adopt an attitude of loving kindness; make the Language of Caring® a habit

I, _____, acknowledge that I have read, understand, and agree to comply with Memorial Healthcare System's Standards of Behavior.

Signature: _____

Date: ____/____/____
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