

STANDARDS OF BEHAVIOR STARS



Service:

- ☆ Focus on customers and colleagues by smiling, making eye contact, and greeting them every time you see them.
- ☆ Use AIDET while escorting customers to their destination.
- ☆ Exceed the customers' expectations and thank them for using HAH.
- ☆ Use proper phone etiquette by smiling, identifying your department, stating your name, asking "how may I help you", and asking to place a person on hold before doing so.
- ☆ Don't end responses with "I don't know" or "It's not my job". Take ownership of issues.
- ☆ Use AIDET/KWAKT in all encounters with patients as well as visitors.
- ☆ Take any concern seriously and seek resolution. Ask for help if the concern is beyond your ability or scope of authority. Utilize the Service Recovery program.

Teamwork:

- ☆ Co-workers and physicians are part of our team. Treat them as professionals and with respect, and manage them up consistently.
- ☆ Contribute to your work group in a positive way and continuously support the efforts of others.
- ☆ Be supportive of hospital communications and actions.
- ☆ Support a culture of solutions rather than one of excuses, blame or avoidance.

Accountability:

- ☆ Adhere to all hospital policies, procedures, HIPAA laws, TJC standards, infection control, Federal and State regulations.
- ☆ Dress and conduct yourself in a professional manner at all times.
- ☆ Be on time for all meetings unless involved in direct patient care, meet attendance expectations for your role, and complete your assigned tasks.
- ☆ Wear identification on upper torso where easily visible at all times.
- ☆ All staff (clinical and non-clinical) should answer call lights promptly in a caring and courteous manner.
- ☆ Perform patient rounding as appropriate for your department.

Respect:

- ☆ Respect your work environment and tools.
- ☆ Treat others as you want to be treated; be professional and positive in all interactions. Treat all individuals with dignity, compassion, and respect.
- ☆ Knock first, then ask before entering a patient's room.
- ☆ Personal use of cell phones is only permitted at break times in appropriate areas.
- ☆ Empower yourself to success by taking advantage of learning opportunities.
- ☆ Be respectful of cultural diversity. Honor patients' cultural and religious beliefs.

Safe Care:

- ☆ Report all safety hazards, accidents, or incidents immediately.
- ☆ Know your role in safety drills and incidents.
- ☆ Verify your patient's identification each and every time.
- ☆ Control and prevent infections by using proper hand hygiene techniques and appropriate PPE.
- ☆ Be familiar with and utilize patient safety goals.
- ☆ Keep patient care and clinical areas neat and clean at all times.
- ☆ Utilize appropriate hand-off communication to meet the needs of the patient or customer.

I have read and agree to abide by the above Standards of Behavior. I understand that I am personally accountable and that corrective action will be taken for non-compliance.

Staff Signature _____

Date _____

Print Name _____