

Clarke County Hospital Standards of Behavior

A Attitude, Positive: We choose to create and deliver a positive attitude each day. We take responsibility for the attitudes that drive our behaviors. We desire a workplace where our co-workers exhibit and maintain a positive attitude.

- Greet and Acknowledge any person that we encounter in a professional and friendly manner
- Engage in only positive casual conversation with other staff eliminating negativity and gossip

S Service: We strive to create the best experience of quality healthcare for our patients. We continuously evaluate and change our processes by looking at best practices. We serve our co-workers so that continued quality service can be carried on to patients, visitors, co-workers, and physicians

- When there is a breakdown in service we initiate service recovery utilizing the HEART method (Hear them out, Empathize, Apologize, Resolve, Thank-you)
- Keep patients and families informed while avoiding phrases that will increase patient or family anxiety (ie; It's not my job, we are short staffed, we are busy, pretty quick, in a minute, as soon as possible, blaming computer system)

P Patient Relations: We deliver personalized care to our patients and families by working together as a team to create a positive patient and family experience. We view our patients as the purpose of our work, not as an interruption of it. We develop excellent patient relationships and thereby create loyal customers who recommend us to others as the best place for their health care needs

- Escort our patients (and offer to walk visitors) to their destination
- Utilize AIDET with every initial patient encounter (Acknowledge, Introduce, Duration, Explain, Thank)

I Individual Accountability: We take personal responsibility to learn our job and to perform our duties in a proficient and professional manner. We hold ourselves accountable to ask for and offer help when necessary. Our actions demonstrate our personal responsibility for the success of Clarke County Hospital

- Always wear and display CCH ID badge in a visible location at chest level or above
- Offer solutions to problems and participate in promoting the implementation of changing processes

R Respect: We believe in behaviors that demonstrate courtesy, privacy, and dignity for all our patients, co-workers and visitors. We value all people even in our differences to create an atmosphere of excellence close to home. We will treat everyone with fairness, honesty and compassion

- Knock prior to entering a patient room or pulling the curtain to maintain patient privacy
- Address physicians by their title "Dr." while in professional setting

E Employee to Employee Commitment: We care committed to support and help each other in our work so we can provide excellence. We work together to build strong, positive relationships with each other and between departments

- Verbalize positive comments to patients, family and community about co-workers, practitioners, other departments and Clarke County Hospital (Manage Up)
- Promote teamwork by asking co-workers and other departments what you can do to make their day better

I have read the above Standards of Behavior and understand that these standards are a requirement for continued employment at CCH. Consistent demonstration and enforcement of these Standards of Behavior are a minimum requirement of all staff for initial or continued employment at CCH. Most of all, throughout my employment in this organization, I commit to the service and support of our patients and families, my co-workers, and of Clarke County Hospital as a whole.

Date: _____

Signature: _____