

STANDARDS OF BEHAVIOR

Quality

We will provide our patients and their families with the best possible care that will lead to the best possible outcomes.

- I will know, understand, and follow individual departmental quality measures.
- I will identify and participate in performance improvements to enhance the care of our patients.

Service

We will provide an experience that exceeds expectations through teamwork and innovation and empathy to all.

- I will promptly welcome people in a friendly manner, introducing myself by name and my role, with my ID Badge in an appropriate location. I will offer to assist those who look lost or those who ask me for help.
- I will have zero tolerance for harassment.
- I will praise in public and criticize in private.

Teamwork

We will hold each other accountable for our behaviors and performance and recognize that the actions of one speaks for the entire team.

- I will work in respectful collaboration, show appreciation, and positively support all HCHC associates.
- I will provide solutions to problems and will support a blame-free environment.
- I will help to maintain an organized, uncluttered, and clean environment.

Accountability

We will allocate our human and financial resources wisely.

- I will take responsibility for my decisions, actions, and performance and welcome constructive feedback and suggestions.
- I will not use any language such as “that’s not my job”, or “we are short-staffed”. If I am unable to meet a request, I will find someone to assist.
- I will ensure that I meet all deadlines for required education assignments and maintain appropriate credentials and licensure as required by HCHC and the State that pertain to my position.

HENRY COUNTY HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.

Respect

We will treat all people with courtesy, respect, and sensitivity and foster a caring environment that promotes fairness for the common good.

- I will make every attempt to arrive on time to all meetings and work shifts; thus demonstrating respect and courtesy to all involved.
- I will maintain a positive attitude with associates and patients, elders, families, and friends while representing HCHC.
- I will display compassion and empathy for every customer, regardless of their social, economic, or educational status.

Trust

We will always demonstrate professionalism, ethics, and personal responsibility.

- I will refrain from discussing our patients in public areas.
- I will communicate with patients and family in private and close curtains or doors to maintain their privacy.
- I will keep confidential information private as outlined in the HIPAA guidelines.

I am committed to living out these Standards of Behavior in order that we, as a team at Henry County Health Center, can achieve our Vision Statement of being *The Healthcare Provider and Employer of Choice* to the patients, elders, and communities we serve.

Associate Signature

Date

Printed Associate Name