

HENRY COUNTY HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.

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, smiling warmly, maintaining eye contact, and introducing myself by name and my role.
- I will offer to assist people who look lost or those who ask me for help by taking them directly to their destination. If I am unable to escort them, I will find someone who can escort them or take them to the nearest information desk.
- I will have zero tolerance for bullying.
- I will praise in public and criticize in private.
- I will refrain from using any electronic communication device in front of the customer.

Teamwork

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

- I will work in collaboration and be supportive of all HCHC associates.
- I will welcome and nurture new co-workers and find ways to manage up and show appreciation for all members of the HCHC team.
- I will keep my interactions with others positive by not engaging in negative behaviors including gossiping, and undermining others and I will show respect for all employees regardless of their position in our organization.
- I will bring help in bringing solutions to problems and will support a blame free environment.

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- I will take pride in my environment by helping 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 welcoming constructive feedback and suggestion.
- 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 utilize health center resources effectively and efficiently.
- I will adhere to departmental dress codes, dress in a professional manner and wear my ID badge in a visible and appropriate place.
- 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.

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 my fellow associates, patients & families and all involved.
- I will maintain a positive attitude with associates, or 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 care and confidential information private as outlined in the HIPPA guidelines.