

# 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.