



## STANDARDS OF BEHAVIOR

### **Appropriate Behavior**

- Acknowledge and greet everyone with a smile and eye contact.
- Exhibit positive and productive behaviors while at work.
- Treat everyone with respect and recognize the value of their time.
- Remember that everything we say about OHCC impacts our success.

### **Appearance**

- Work attire should be modest, professional and in accordance with the hospital dress code.
- Identification badges should always be worn, with names visible, while on duty.
- Personal hygiene should be maintained.

### **Communication**

- All communication should be positive, friendly and helpful.
- All communication with co-workers should be constructive and supportive.
- Information about the patient and their care will not be discussed in any public area including hallways, cafeteria or any other area where the conversation may be overheard.
- Greet all visitors with whom you come in contact. Offer to provide directions to those who appear to need them and offer to escort any individual who seems to have difficulty with verbal instructions
- When communicating by telephone, speak clearly, identify yourself and your department and use a helpful tone.
- When providing a service, introduce yourself and explain what you are doing for the customer.
- Remember to be pleasant to all patients and visitors, never make a patient or visitor feel as though they are bothering you.
- Differences with other staff should be discussed in a positive professional manner, in an area away from patients, visitors and other staff who are not involved. Assistance in mediating these discussions is always available from your Department Head, Administration or Human Resources.
- Appropriate language must be used at all times (i.e. no foul language or inappropriate topics)



### **Patient/Visitor Relations**

- Staff has the obligation to maintain the confidentiality of Protected Health Information as detailed in the HIPAA guidelines.
- Staff has the obligation to report breaches of confidentiality to management or the compliance officer.
- Knock before entering a patient room. o Honor the privacy of a co-worker who is a patient.
- Respond with compassion and respect to a patient, visitor or co-worker's needs.
- Strive to exceed expectations every time for every patient.
- If patients and families must wait, keep them informed regarding the length of their wait.

### **Service Recovery**

- View complaints as opportunities for improvement.
- Apologize to the patient, visitor or co-worker.
- Thank the patient, visitor or co-worker for bringing the complaint or problem to our attention.
- Ask for information about the problem. o Correct the mistake promptly or if you cannot, contact the person who can.
- If the complaint cannot be resolved at the time of the complaint, or the complaint is in writing, it will be considered a grievance and will be handled according to the OHCC Complaint/Grievance Policy.
- Follow-up with the customer and appropriate department.

### **Commitment to Co Workers/Sense of Ownership**

- Don't participate in rumors or gossip. o Look beyond assigned tasks and assist co-workers, when possible.
- Be honest.
- Respect the expertise of co-workers in all departments.
- Recognize, acknowledge and learn from your mistakes; do not blame others.
- Honor promises and commitments.
- Welcome and support the success of new employees.
- Resolve issues directly with the most appropriate person in a timely manner.
- Take pride in your work.
- Accept accountability for your work and responsibility for your behavior.
- Recognize and respect that co-workers' time is valuable. Keep your own time commitments by being on time.