

Standards of Behavior

Patients First – Demonstrates a commitment to providing or contributing to exceptional patient and family experiences through decision making, behavior, attitude and action based on empathy and compassion. *I will...*

- Respect the privacy and confidentiality of every patient by knocking on the door before entering, greeting the patient, pulling the curtain and/or closing the door.
- Provide the same high level of care and service to every patient I encounter.
- Engage the patient and, as appropriate, family members and guests in their care and service.
- Deal competently with varied backgrounds, ethnicities, cultures, sexual orientations and spiritual beliefs.
- Not use personal cell phones or other electronic devices for personal reasons in patient care or service areas.
- Be quiet in patient care areas, especially at night.
- Escort anyone who requires assistance or find someone who can.
- Take ownership of patient requests or concerns, whether it's "my job" or not.

Relationships – Displays the behavior, attitude and action of a team player, demonstrate openness and is welcoming, uses relationship competencies, and provides exceptional experiences for customers/team members.

I will...

- Acknowledge people by smiling and making eye contact within 10 feet and offer a simple greeting within 5 feet.
- Actively listen by using my ears to hear, my eyes to see, my undivided attention to eliminate any distractions and my empathy to understand.
- Refer to patients and visitors by their courtesy title (Mr./Mrs./Miss/Ms.) until invited to call them by their first name.
- Speak in a warm, calm and clear tone of voice, using understandable and respectful language.
- Use "please" and "thank you" in my conversations.
- Hold sensitive and personal communications in a private setting.
- Not consider my own work done until my team's work is complete.

Integrity – Exhibits a commitment to always being open, honest and trustworthy in word, action and behavior; demonstrates the courage to speak up and do the right thing. *I will...*

- Be honest, sincere and truthful in all interactions.
- Not gossip.
- Maintain confidentiality and protect individual privacy.
- Use social media responsibly, according to network policy and not while working unless it is part of my job.
- Be positive and supportive of our organization and its team members.

Innovation – Demonstrates openness to change and new ideas; actively searches for creative solutions to meet customers' and organizational needs with a "can do," flexible, positive approach. *I will...*

- Closely observe my work area and identify opportunities for improvement, no matter how large or small.
- Look through the eyes of the customer when considering ideas.
- Be open and flexible, and not pre-judge the ideas of my team members.
- Accept requests as opportunities rather than burdens.

Dedication/Drive – Pursues desired outcomes with relentless personal commitment, engagement, and follow-through. *I will...*

- Take care of network property and facilities as if I own them.
- Welcome feedback from my team members.
- Take responsibility for my actions.
- Adhere to the network smoking policies—not smell of smoke and not smoke while at work.
- Follow through with commitments and obligations with enthusiasm.

Excellence – Achieves increasingly high standards in all areas through rigorous processes and continuous improvement. *I will...*

- Promote a culture of safety and exceptional service by speaking up.
- Demonstrate professional phone and email manners.
- Maintain a clean, safe and clutter-free environment.
- Not be satisfied with the status quo.

Dress Code and Appearance

- Attire must be neatly pressed and in good condition.
- Appropriate school uniforms must be worn at all times when on site (i.e. orientation, classroom training, completing patient research, ambulatory sites, clinical time, etc.).
- Name tags must be clean, in good condition, and easily visible in the upper chest area.
- Finger nails will be clean and trimmed to natural appearance, no longer than ¼ inch beyond fingertip
- Artificial nails are prohibited for any student who could give direct patient care.
- Head coverings for religious reasons is considered acceptable.
- Hair will be clean, natural color and length, and, when hair is shoulder length or longer, pulled back and secured.
- Pierced jewelry is limited to ears.
- No dangling earrings or necklaces are allowed in direct patient care areas.
- Tattoos must not be visible.

Consequences for Violation

- If the student's appearance or dress is deemed inappropriate in accordance with hospital policy or the student has behaved in such a way that has jeopardized patient safety, caused distress or unnecessary distraction of employees, or offended patients, families, visitors, or employees, a discussion with the school representative will be required and the student may need to leave the clinical environment immediately. The occurrence will be investigated by a representative of Community Health Network and discussed with appropriate representatives from the school.
- If the student is allowed to return to the clinical site, a second violation will result in termination of the student's privilege to continue his or her learning experience within the Community Health Network.

I have read the Student Standards of Behavior:

Employee name (please print)

Employee ID#

Employee signature

Date