

# Gothenburg Health's *Standards of Behavior: "I Will Statements"*

## **Communication: *Accountability***

- ❖ I will explain things clearly using the AIDET communication tool and use on stage/off stage in my interactions with everyone.
- ❖ I will promptly greet all patients, visitors, and co-workers with a warm, friendly smile and focus on them by listening to their concerns or needs and explaining everything in an open, honest level of communication while addressing them in a timely manner.
- ❖ I will communicate in a respectful manner, managing up my co-workers by speaking positively about the care our patients and visitors will receive at Gothenburg Health.

## **Recognition: *Respect***

- ❖ I will acknowledge team members who exemplify our core values and standards of behavior with all persons who contribute to the success of our facility.
- ❖ I will praise others' accomplishments and successes in a manner that is meaningful to them.

## **Professional Conduct: *Excellence***

- ❖ I will appropriately conduct myself using integrity, dressing professionally, and using appropriate language. I will refrain from negative behavior and always strive to manage up my co-workers and community.
- ❖ I will respect my patients and co-workers by being on time and keeping cell-phone usage to a professional minimum.
- ❖ I will be respectful of my co-workers' privacy and need for a quiet work environment.

## **Commitment to Co-workers: *Compassion***

- ❖ I will be supportive, courteous, respectful, accountable, and reliable to my co-workers. I will be friendly by always greeting them with a smile and verbal acknowledgement.
- ❖ I will be fair, truthful, and honest with my co-workers.
- ❖ I will be a team player by striving to make people feel appreciated and valued by recognizing the efforts and contributions they make to the team.

## **Sense of Ownership: *Integrity***

- ❖ I will be kind and respectful to my co-workers and say "I'm Sorry" when appropriate. I will exercise humility by taking constructive criticism and/or realizing that there may be a better way of doing things.
- ❖ I will go beyond my role to add value to Gothenburg Health by serving others and offering assistance where needed. I will maintain a positive attitude when faced with a difficult or challenging situation.
- ❖ I will be helpful in all departments, be proactive in exceeding the expectations of my patients, co-workers, and leaders by never saying "That's not my job," or "That's not my patient."

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## Commitment to Patients: *Compassion*

- ❖ I will respect my patients by following HIPPA rules as well as genuinely caring about every individual who walks through our doors.
- ❖ I will be patient – centric in all of my interactions by “caring like crazy” and “showing the way/knowing the way.”
- ❖ I will respond to patients and others in a timely, compassionate manner to ensure satisfaction, comfort, and quality care.

## Teamwork: *Respect*

- ❖ I will follow policy and procedures set by Gothenburg Health and lead by example in following the rules.
- ❖ I will be positive and show appreciation and support by managing up to make Gothenburg Health feel more like a family.
- ❖ I will acknowledge my mistakes and understand how it may affect others in their jobs, ask for help or guidance when necessary, and welcome constructive feedback and suggestions for improvement.
- ❖ I will communicate all pertinent information to my co-workers to ensure optimal care of patients.
- ❖ I will be welcoming to current and new employees by being open-minded, encouraging and, mentoring when needed.
- ❖ I will understand that we are all important to the success of Gothenburg Health.

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Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

### Approvals

Approved By \_\_\_\_\_

Date \_\_\_\_\_

Department Head

*Department Head Note: Please send completed forms to HR to be included with employee record.*