

# Core Value-Based Service Standards and Behaviors



## DIGNITY:

We value, encourage and recognize the inherent worth and gifts of one another.

### **I am attentive to the individual's right to privacy.**

- I always knock before entering a patient room
- I ask my patient if they would like the door or curtain shut for their privacy
- I maintain the dignity of each patient through all aspects of their care
- I respect and maintain the confidentiality of each customer
- I maintain confidentiality of hospital business to ensure organizational integrity

### **I honor diversity in the workplace.**

- I show respect to all without regard to race, religion, culture, orientation or abilities
- I value all team members and their opinions
- I work collaboratively with others to further the Vision of our Ministry

### **I listen to the needs of others and respond patiently and respectfully.**

- I acknowledge the patient with a greeting, attentive posture, and eye contact
- I introduce myself to the patient by giving my name and where I work
- I inform the patient about the duration of the activity in which I will be engaged
- I explain to the patient what I will do and what they can expect, in clear language that avoids technical jargon and acronyms
- I will use interpreter services to further assure better communications for non-English speaking patients
- I always thank the patient at the end of every interaction

## COMPASSION:

Caring for each patient and family member or caregiver as part of our collective family.

### **I offer assistance to those who appear in need.**

- I welcome patients in a warm, friendly manner, including an offer of assistance
- I find ways to allow my patients to actively participate in decision-making about their care
- I approach people who appear lost, and when possible, I offer to escort them to their destination
- I utilize good telephone etiquette, including "Good Morning/Afternoon", my name and department name

### **I respond to concerns and complaints.**

- I acknowledge concerns without blaming or making excuses
- I apologize for unmet needs or frustrating experiences
- I take corrective action and follow up with the patient/family

### **I do all in my power to alleviate suffering.**

- I address physical pain by working with physicians to provide pain control
- I address spiritual and emotional pain by listening, comforting, and offering to find specialized assistance.
- I will be non-judgmental
- I set clear boundaries in my interactions, behaviors and practices within the organization, with our families and the wider community

## JUSTICE:

We promote a culture of Unity and Reconciliation, care wisely for our people, resources and earth. We promote Justice as we stand with the most vulnerable, working to remove causes of oppression.

### **I resolve conflicts in a respectful way.**

- I address difficult, interpersonal issues directly and privately, without assigning blame
- I coach co-workers in private, commend them in public
- I listen to the other's perspective in an objective fashion

### **I manage my time effectively.**

- I limit personal phone calls, texting and social media use to only those that are necessary
- I only utilize the internet in accordance with Providence policy

### **I wisely utilize hospital resources to minimize waste.**

- I reduce, reuse and recycle whenever it is practical
- I am a good steward in the use of equipment and other medical resources

### **I appropriately advocate for the rights and needs of others.**

- I protect the safety of the vulnerable
- I take all patient or coworker's concerns and complaints seriously and address them immediately
- I respectfully share fairness concerns with my supervisor

## EXCELLENCE:

We set high standards as individuals and a ministry to commit to compassionate, safe and reliable care practices for everyone we serve.

### **I seek opportunities for growth and learning and share what I gather with others.**

- I continue to grow in skill and competence and encourage others to do the same
- I share information that people need to do their jobs in a constructive manner
- I practice teamwork and actively participate in committees, projects, and collaborative teams

### **I am fully engaged in work activities when I am on the job.**

- I balance my personal agenda with team and organizational goals
- I value the contributions and opinions of all team members
- I offer to assist co-workers whenever I am able

### **I correct or report any safety hazard I observe.**

- I ensure all spills are cleaned up properly
- I promptly report any job-related injury
- I share safety concerns at daily Safety Huddles in my department

### **I am vigilant to promote a safe, neat and orderly environment.**

- I return equipment to the proper place
- I pick up litter and throw it away
- I wash my hands before and after leaving any patient treatment area
- I follow precautions and protocols specific to safe patient contact

### **I recognize excellence in others.**

- I acknowledge co-workers when they do an excellent job
- I thank others who are helpful to me
- I share positive experiences with others on the team

### **I present a professional image when I represent Providence.**

- I keep my appearance neat, clean, and consistent with hospital policy
- I keep my employee badge visible and appropriately placed.
- I use appropriate language and tone when at work

## INTEGRITY:

We are accountable to speak truthfully, be courageous with humility, respect and authenticity. We will humbly do the right thing with right motives simply and with generosity.

### **I follow through on my commitments.**

- I arrive to work on time and return from break on time
- I agree to comply with hospital standards and policies
- I ask for help when I need it
- I am accountable for meeting deadlines

### **I am encouraged to speak honestly, with respect and be motivated to do the right thing.**

- I speak up when I see errors and share concerns that may lead to unsafe situations for our patients, their families or our co-workers
- I demonstrate the highest levels of professionalism with honesty, fairness and openness

**I will follow these standards to the best of my ability.**

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Dept. /School: \_\_\_\_\_

Please Print

Revised 6/2018