



SABINE MEDICAL CENTER
Standards of Behavior



We are TEAM SMC...

and these are our Standards of Behavior

Quality & Safety

I support Sabine Medical Center's efforts to provide a **safe** workplace and environment for **high quality** care.

Caring & Compassion

I strive to make every **patient experience** a positive one by demonstrating **caring** and **compassionate** behaviors to those I care for and work with.

Mutual Respect & Recognition

I value **diversity** in our workplace and encourage positive interpersonal relationships by treating all people with **kindness and respect**.

Teamwork & Trust

I understand teamwork and trust are key to our success and remain receptive, flexible, and supportive of efforts to make Sabine Medical the best.

Excellence & Professionalism

I strive for **excellence, professionalism**, and continuous improvement in my performance.

Accountable & Ethical Behavior

I am **accountable** for my behavior; I will act in an **ethical, efficient**, and **effective** manner.

Standards of Behavior

Sabine Medical Center is committed to providing EXCELLENCE in patient care, and environment that is RESPECTFUL of others, ADAPTIVE to change, and ACCOUNTABLE for outcomes.

Mission and Values

We are committed to the provision of quality, cost-effective healthcare in a caring, safe, and professional environment. We strive to improve quality of life and to promote patient confidence. Sabine Medical Center has a vision of leadership in health care as a provider of exceptional quality and efficient service.

The following statements are essential to the pursuit of our mission.

- We believe in the individual worth and dignity of all persons.
- We believe our purpose is to assure the kind of individual care which will restore the patient to the best possible physical, mental, spiritual, and emotional health.
- We believe in intelligent and purposeful collaboration with our Medical Staff and Community leaders for the attainment of quality patient care.
- We believe that comprehensive care of the patient is dependent of the staff's individual commitment to professionalism and the hospital mission and values.

Quality and Safety

I support Sabine Medical Center's efforts to provide a **safe** workplace and environment for **high quality** care.

I will:

- Promote a patient-centered, safe environment.
- Hold myself, co-workers, and leaders accountable for patient safety.
- Look for ways to reduce risks and report all errors and near-misses.
- Focus on the person needing my attention.
- Stop if I am unsure of a step and ask someone before moving ahead.
- Use SMC standardized checklists and other department specific safety tools.
- Correctly identify patients at each encounter
- Follow all SMC safety policies and procedures to protect myself and others
- Always make sure I have the RIGHT patient in the RIGHT place for the RIGHT procedure with the RIGHT equipment. Perform a "time-out" with the team before every procedure
- Use standardized procedure to communicate important hand-off and patient information
- Wash my hands - wash my hands – WASH MY HANDS!



Caring & Compassion

I strive to make every **patient** experience a positive one by demonstrating **caring** and **compassionate** behaviors to those I care for and work with.

I will:

- Do all I can to ensure a positive patient experience.
- Strive to obtain SMC's mission, vision, and values.
- Acknowledge and follow-up on any concerns.
- Always respect the dignity and privacy of our patients (knock and ask permission before entering their room; ensure their gown is closed properly and they are modestly covered when walking or in a wheelchair, etc.).
- Listen and communicate with care, courtesy, and concern, by taking time to sit with them and encourage open communication.
- Follow the principles of A.I.D.E.T. to address customer concerns.

A.I.D.E.T.

“Strive for Five”, Five steps to achieving satisfaction:

Acknowledge

How are you today? For your safety, may I have your name please?

Introduce:

My name is _____ from Food & Nutrition Services. I will be serving your meals today.

Duration:

Your breakfast/lunch/dinner is served at _____ o'clock.

Explanation:

Your doctor has ordered a _____ diet for you. (Brief detail) If you need additional information, I can request a dietitian to assist you. Ensure the patient understands they have choices if they dislike the chef select.

Thank You:

Check back with the patient for overall satisfaction. Is there anything else I can do for you?

Mutual Respect & Recognition

I value **diversity** in our workplace and encourage positive interpersonal relationships by treating all people with **kindness** and **respect**. I recognize we are linked to one another by a common purpose.

I will:

- Promote open and honest communication.
- Respect the diverse cultures and religious beliefs of others. Refrain from jokes or comments about ethnicity, age, gender, sexual orientation, etc.
- Appreciate others' suggestions and opinions, even if I may disagree.
- Use respect and courtesy as I share my message, even when the information may be difficult to communicate.
- Treat others with kindness and greet them with a warm smile.
- Show others I want to understand by giving my full attention and not interrupting.
- Be friendly in words and actions.



Teamwork, Trust, and Attitude

I understand **teamwork** and **trust** are keys to our success and remain receptive, flexible, and supportive of efforts to make Sabine Medical the best.

I will:

- Make everyone feel welcome and comfortable.
- Address conflict with others privately and responsibly.
- Show appreciation and thank others for their help.
- Remain positive and helpful; refrain from making excuses, blaming, or criticizing others and gossip.
- Respond resourcefully and support changes in directions, priorities, schedules, approaches, and responsibilities that improve our workplace.



Excellence & Professionalism

I strive for **excellence, professionalism**, and continuous improvement in my performance.

I will:

- Strive to exceed expectations.
- Be a role model and uphold SMC's values at work and in the community.
- Project a professional image in the workplace.
- Be mindful of others and limit personal conversations and use of cell/electronic devices at work (never in view of patients/families).
- Help keep our hallways and other areas in our workplace tidy and clean.
- Respond to others in a timely and cooperative manner to ensure satisfaction, comfort, and quality care (call lights, voice mail, email, tasks, clean environment, etc.) Common Customer Courtesies.

Common Customer Courtesies

- Help others without being asked.
- Assist patients and guests in finding their destinations. Walk with them if possible.
- Pause before entering to allow guests to enter and exit first.
- Speak softly in hallways - never discuss patients or private information in common areas.
- Park only in designated staff areas, avoiding spaces reserved for patients, visitors, and physicians.

Accountable & Ethical Behavior

I am accountable for my behavior; I will act in an ethical, efficient, and effective manner.

I will:

- Be fair, truthful, and honest.
- Speak up and report unsafe or unethical conditions.
- Demonstrate personal responsibility and admit and correct my mistakes.
- Follow policies and procedures (infection control, absences, safety, use of cell phones, computers, and hospital equipment, etc.)
- Respect and protect patient privacy and confidential information in all settings.

Team SMC

Standards of Behavior

Our Standards of Behavior set the tone for the work environment and culture we want to work in and live by every day.

Employee Commitment & Agreement

By signing this pledge, Sabine Medical Center asks every employee to support our organizational Mission, Vision, and Values and to role model these behaviors.

I have read and understand the Team SMC Standards of Behavior and commit to following these standards of personal and professional conduct in my actions and interactions on a daily basis. My signature below serves as my pledge to honor this commitment.

_____ Date _____

Signature

_____ / _____

Printed Name

Department