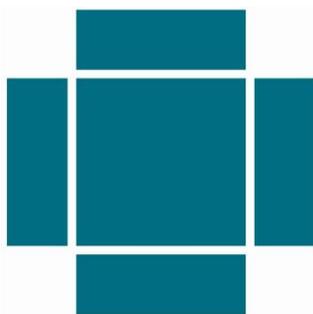


***Standards of
Behavior
Ensuring a Culture
of Excellence***



OCONEE

REGIONAL
HEALTH
SYSTEMS

Oconee Regional Health Systems and all of our related entities value consistency of performance and behavior that promotes our culture across all venues and points of care. The culture of ORHS centers on:

- **Excellence** in all that we do
- **Quality** in all aspects of our performance
- A **Patient Centered Focus**
- That is **Outcomes Driven**
- With **Accountability** at all levels

The Standards of Behavior Team has developed the following information to assure that all members of our team understand the expectations of each individual to foster and live this culture every day.

Communication

Excellent communication with our patients is the foundation to sustainable success. Thoughtful, standardized communication strategies demonstrate who we are and how we care for “every patient, every time.”

We must be committed to listening attentively to our patients in order to fully understand their needs. Close attention should be given to both verbal and nonverbal messages. After we listen we should repeat back what we heard from the

patient/family to be certain there is clear communication

Our communications with patients will be delivered with courtesy, clarity, and care. We will avoid confusing patients and speak in terms that can easily be understood. We will avoid using technical terms or abbreviations that are not part of the patient's vocabulary

Greetings and Introductions

We will:

- Greet every patient and visitor with a warm and friendly smile.
- Make eye contact; acknowledge the patient, and those who are with them.
- Introduce ourselves promptly, using AIDET tactics.
- Be polite and courteous; use "please," "thank you," "sir," and "ma'am" in all conversations when appropriate.
- Refrain from referring to our patients as "honey", "sweetie" "darling", etc. Address as Mr., Ms. or Mrs. unless patient gives permission to use their first name.
- Treat each person as though they are the most important person in our organization.
- Listen attentively, without interruption, to what each person has to say.

- Address patients' immediate needs or connect them with someone who can assist them (in-person whenever possible).
- Always avoid rudeness or confrontation with patients, families or other staff members.
- Apologize for problems and inconveniences, and immediately initiate Service Recovery actions.
- Always thank our patients for choosing our organization.
- Exceed our patients' expectations.
- Recognize that our patients have a sense of urgency and show them that we value their time.

Telephone Etiquette

We will:

- Answer phones within three rings
- Answer calls saying our department and our name, and ask, "How may I help you?" or the equivalent.
- Know how to operate the telephones in our areas.
- Provide the caller with the correct number before we transfer a call, in case the call is lost.
- Speak clearly

- Get the caller's permission before putting them on hold (e.x., "May I place you on hold, please?"). We will thank the caller for holding when we return to that line.
- Avoid leaving long or complicated voice mail messages; keep them short and to the point.
- Return calls promptly.
- Refrain from personal cell phone calls in the presence of patients or family members while rendering care and treatment.
- Remember that this is a place of work and keep personal calls, whether on a cell or business phone, to an absolute minimum, unless on a scheduled break.

Giving Directions

- We will approach all who appear to be "lost" and offer to help them find their way. We will escort them to their destination, if possible – or warmly hand them off to someone who can.

Patient Information and Education

We will:

- Use easily understood and appropriate language when giving patients information about health, special diets,

tests, procedures, medications, etc. Avoid technical or professional jargon by talking in easily understandable, laymen's terms.

- Reinforce verbal communications (instructions, etc.) with written material whenever possible.
- . Narrate patient's care to explain what is being done and why
- Address special needs (i.e. translators for non-English speaking patients, interpreters, amplification devices, and closed-caption television for the hearing impaired) by involving the appropriate departments and personnel.

Confidentiality

We will:

- Regard information about patients as ***strictly confidential***. Each of us is responsible for making sure that patient information is not compromised.
- Never discuss patient information in public areas such as elevators, hallways, the cafeteria, or waiting rooms.
- Make sure that patient information is released only by authorized staff.
- Refer information requests to appropriate personnel.

Follow Through

- When issues are identified, we will provide appropriate information to our supervisor for assistance in making proper decisions that are based on the organization's values and legal compliance requirements.

The Value of Time:

At Oconee Regional, we recognize that our patients' time is very valuable. We strive to provide our patients with prompt service, always keeping them informed of delays and making them comfortable while they wait.

We will:

- Use AIDET tactics to Educate patients and families about the process and expected wait time for each and every step of their treatment.
- Inform the patients as soon as possible, if it becomes apparent that a scheduled procedure or exam will be delayed. In the case of an outpatient procedure, let the patient decide whether to come in at a later time or make a new appointment.
- Offer a new appointment if the procedure can be rescheduled when there is a delay

for a scheduled appointment, if appropriate.

- Update patients about their wait time no less than every 30 minutes, as delays may occur if a patient is undergoing multiple tests or if there are patients with more serious (emergency) conditions that present ahead of them.
- Update family members at least hourly while a patient is undergoing a test or procedure.
- Always thank patients for waiting and apologize for any and all delays.

Privacy & Integrity:

We will ensure our patients' right to privacy and modesty by creating and maintaining a secure and trusting environment. When entrusted with a patient's affairs, we will treat *all* information as confidential.

Confidentiality and Modesty

We will:

- **Never** discuss our patients in public areas (i.e. elevators, hallways, cafeteria, etc.)

- Interview and communicate with patients, families, and significant others in private.
- Close doors and curtains as appropriate or keep a distance between our patients when interviewing them.
- Respect our co-workers' privacy by **eliminating gossip**. Our patients also hear this unprofessional talk.
- Use discretion when conducting telephone conversations with patients.
- Keep all medical records confidential.
- Always knock before entering.
- Provide the proper size gowns or covers for patients.
- Provide a robe or second gown when a patient is ambulating or in a wheelchair.
- Provide sheets or blankets to cover up a patient during transport.
- Close curtains or doors during examinations and procedures.

Ownership & Empowerment:

Every Oconee Regional employee must feel a sense of ownership toward his or her job. By this, we mean taking pride in what we do, feeling responsible for the outcomes of our

efforts, realizing that our work is important, and recognizing our work as a personal reflection of ourselves. Take pride in this organization as if we owned it. I am ORHS!

We will:

- Never say, "It's not my job," or "we're short staffed."
- Be responsible for finding someone who can assist a patient or visitor if we are not able to fulfill their need.
- Follow all organizational and departmental policies regarding tardiness, breaks, and time clocks.
- Understand that our tardiness or absence affects our entire team and we will be accountable to them.
- Keep our work area and surrounding environment clean and safe.
- Strive to do the job right the first time, with a focus on the **patients'** needs.
- Look beyond our assigned tasks. Our responsibility does not end where our co-workers' responsibilities begin. In most situations, responsibilities merge and blend. When it is appropriate for us to perform a service, we will do so.

- Be conservative with resources, such as time, supplies, and utilities.
- Pay attention to details and not perform work that is half-hearted or marginal
- Complete assigned tasks. If we are interrupted, we will return to the job as soon as possible. If we are unable to finish a task, we will find someone who can.
- Always conduct ourselves as a professional.
- Live the values of the organization.

Safety Awareness

Safety is everyone's responsibility. We will maintain situational awareness at all times. We will "Think safe, act safe, be safe, and stay safe".

We will:

- Report all accidents and incidents promptly and completely, according to policy.
- Correct any hazard we see, and report it if we cannot.
- Use protective clothing and equipment when appropriate.

- Be prepared for emergencies and know the correct actions to take without hesitation.
- Know our policies and procedures, both organization-wide and departmentally, relating to safety issues.
- We will consistently practice good hand hygiene before and after patient contact.
- ASK QUESTIONS, if in doubt.

Commitment to our Co-Workers

As the Oconee Regional workforce, we are to serve our patients and our community. In order to function effectively and efficiently, it's essential to treat our co-workers with the utmost respect and courtesy.

We will:

- Reject rudeness by treating one another with courtesy and respect.
- Treat co-workers as professionals by recognizing each person's value and area of expertise.
- Show consideration for the time and priorities of our co-workers.
- Show tolerance of fellow employees, embracing our diversity and maintaining

professional courtesy which allows us to better serve our patients and community.

- Be loyal to our co-workers and our organization. We will not undermine the work of others. We will respect the privacy of others by being discreet with our words and actions, both in person and through our use of social media.
- Support our fellow employees. We will offer help and support whenever possible. We will welcome new employees by offering our assistance wherever possible.
- Be honest in all interactions with co-workers.
- Avoid chastising or embarrassing fellow employees, particularly in the presence of others.
- Be flexible with changes to work duties and schedules, and accepting additional duties
- Address problems by going to the appropriate supervisor. We will remember that non-supervisory employees may not have the authority to make procedural changes.

Appearance

Our appearance represents our organization. We will take pride in our organization and strive to make ourselves and our workplace presentable to our patients and community.

Personal Appearance

We will:

- Always look professional and tidy.
- Wear our ID badges at all times, in readable condition, as described in our Dress Code.
- Follow our Dress code policies (House-Wide and Departmental).
- Maintain good personal hygiene.

Organization and Environmental Appearance

We will:

- Pick up litter and dispose of it when we see it, anywhere on campus – inside or outside.
- Make sure that no one can slip on a spot or spill until we can make sure that it is cleaned up.
- Store equipment in its proper place, and prevent clutter.

This list of Behavior Standards is not all-inclusive, and we will be aware that we are all empowered to do the right thing for our patients, each and every time.