



Standards of Behavior

Every Person.....Every Time

Integrity - Do the right thing, at the right time, for the right reason

I will.....

- Be a responsible team member who is honest, trustworthy, ethical, fiscally responsible and maintains confidentiality and accountability for all my actions.
- Discuss personal and professional problems as well as issues and staffing concerns away from customers.
- Dress to reflect respect and professionalism, being mindful of what my appearance communicates.
- Admit when I make a mistake, learn from it, so I don't repeat it and move on.
- Solve problems, rather than blame others or offer excuses and apologize for inconveniences.
- Recognize a potentially negative situation before it becomes a problem and intervene immediately by using the service recovery process.
- Value and support my fellow team members, realizing together we are Terrebonne General.
- Constantly realize that every action I take affects the customer.

Communication - Effective communication is the key to understanding one another

I will.....

- See each person as a unique individual, being sensitive to life experiences, circumstances, and situations when assessing needs and communicating information.
- Acknowledge a customer's presence at once, smile, make eye contact, and introduce myself and give them my undivided attention.
- Use body language to let others know they have my attention.
- Listen with empathy, confirming what has been heard.
- Always ask "Is there anything else I can do for you? I have time." before leaving a patient and/or family member.
- Make meaningful connections with others.

Attitude - Create an exceptional place for patients to receive care, staff to work and physicians to practice medicine.

I will....

- Use my one opportunity to make an outstanding first impression.
- Look beyond my assigned task and proactively take ownership in helping when needed.
- Perform unusually good acts and exceed expectations.
- Keep a sincerely good attitude by smiling, being friendly and courteous and saying please and thank you.
- Never let great work go unnoticed. Recognize fellow team members who do the right thing.
- Speak positively and respectfully about my fellow team members and other departments.
- Approach situations with a “Can-Do” attitude

Respect - Treat every individual as a person of worth, dignity, and importance.

I will...

- Show compassion and understanding, and be non-judgmental in meeting the needs of our customers, giving them confidence in our ability to care for them.
- Give undivided attention when being addressed by a customer and give the best response possible when being asked a question.
- Remember the patient is not an interruption of my work. They are my reason for being here.
- Honor everyone by giving them special attention and care in order to gain their trust.
- Maintain a clean, neat, and organized work environment.
- Recognize time is valuable and strive to provide prompt service - apologize for delays.

Etiquette - Convey concern and willingness to serve others by use of good manners and kind expressions.

I will...

- Be aware of others in hallways and at the bedside by not allowing my phone to interfere.
- Answer the phone with a greeting and identify myself, my role, and my department using a tone of voice that is alert, expressive, pleasant and distinct.
- Knock, introduce myself, state my purpose and ask permission to enter my patient’s room.
- Address others respectfully, avoiding phrases like Ok, Yeah, Hold On, Honey, Sugar, PawPaw/MawMaw when speaking with customers.
- Be considerate to customers by giving them priority in hallways and elevators.
- When someone appears in need of directions, escort them to their destination.
- Thank patients for allowing us to care for them.

Hold one another accountable to these professional behavior standards.