

SOMC's CODE *of* CONDUCT

**Southern Ohio
Medical Center**

Very Good things are happening here



SAFETY • QUALITY • SERVICE • RELATIONSHIPS • PERFORMANCE

Commitment Statement

As a member of the SOMC team, I will behave in ways that support the SOMC Mission, Vision and Values.

I commit to reflect and focus on SOMC's Code of Conduct. The Code of Conduct will ensure that our strategic values are upheld for our customer interactions — **SAFETY, QUALITY, SERVICE, RELATIONSHIPS** and **PERFORMANCE**.

I will STAND for SOMC's Code of Conduct.

Mission

We will make a difference.

Vision

We will become the leading medical center in our region.

Cardinal Value

We honor the dignity and worth of each person.

Strategic Values

Safety
Quality
Service
Relationships
Performance



Code of Conduct Concepts

Here is a list of acronyms commonly used in our organization. Please contact your manager with questions or clarifications regarding the use of these tools.

Customer

A customer is defined as any individual or group that is being served.

AIDET – Acknowledge | Introduce | Duration | Explain | Thank

AHEART – Apologize | Hear | Empathize | Ask | Respond | Thank

SBAR – Situation | Background | Assessment | Recommendation

STAR – Stop | Think | Act | Review

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Standards of Behavior

These are behaviors we expect all employees to demonstrate when interacting with patients, visitors, co-workers and physicians.



Safety

I stand for creating an exceptionally safe environment for my customers.

I will always follow all safety policies.

I will always adhere to SOMC red rules – SAF 03.04.

I will always practice safe work habits.

I will always report unsafe events, incidents or near misses – Safe Hotline: **356-SAFE**.

I will always provide a safe and clean environment.

I will utilize STAR – Stop, Think, Act, Review.

I will know my role in the event of an emergency code.

I will utilize proper ergonomic equipment and precautions.

I will always wear personal protective equipment.

I will always identify patients with two methods of identification.

I will always practice good handwashing techniques – Infection Control 6.20.

Professionalism

I stand for taking ownership and pride in my work.

I will always uphold quality standards and a positive image of SOMC.

I will always wear my identification badge, clearly visible and on the outside collar area of my clothing with the photo facing outward.

I will always dress with professional attire that does not distract or offend and present myself neatly and cleanly in my grooming – HR-04.3.

I will speak of and represent my SOMC family in a positive manner.

I will be a constant learner and share learning opportunities.

I will not discuss organizational problems in the presence of a customer.

I will not participate in gossip or assume anyone wants to know my personal business.

Dignity

I stand for honoring the dignity and worth of each person.

I will always provide and respect customer privacy and confidentiality – HR-04.2.

I will always access, provide and share information on a professional “need-to-know” basis.

I will always respect customer and co-worker differences in lifestyles, cultures and beliefs.

I will always respect our patients by providing personal privacy measures – knock and ask before entering; provide for appropriate coverage.

I will not disclose confidential information in public areas.

Service

I stand for putting patients first.

I will always put patients at the center of what I do.

I will identify my customers' expectations and exceed them.

I will always assist/escort customers in need of direction.

I will commit to listening, anticipating and understanding my customer needs.

I will ask the customer how they like to be addressed and **acknowledge** them with eye contact – AIDET.

I will always apologize for delays and give an explanation without placing blame.

I will utilize service recovery following the SOMC AHEART model – Apologize, Hear, Empathize, Ask, Respond, Thank – Patient Rights Policy 02.10.

I will always **thank** my customer – AIDET.

I will always positively acknowledge customers on the elevators and I will accommodate their needs first – HR-04.10.

Communication

I stand for clear and positive communication.

I will always communicate clearly and in a positive manner.

I will always **explain** plans, processes or procedures in a way that my customer understands – AIDET.

I will practice good hand-offs and shift to shift transitions that clearly communicates the customers' needs.

I will **introduce** myself and my purpose – AIDET.

I will always provide a realistic **duration** for service/wait time to my customers – AIDET.

I will communicate with a purpose using the SOMC SBAR tool – Situation, Background, Assessment, Recommendation.

I will always demonstrate proper phone – HR-04.5 and e-mail etiquette – HR-04.14.

I will limit the use of acronyms, and when I use them I will explain what they mean.

Teamwork

I stand for being a productive member of the team.

I will work toward organizational success.

I will demonstrate a positive attitude and challenge those who do not.

I will demonstrate a willingness to assist and take ownership of the situation or interaction.

I will promote interdepartmental respect and communication.

I will consider the impact of patient care and co-workers when coordinating schedules and work load.

I will always remember that I was a new employee at one time and help my co-workers succeed.

I will reward and recognize individuals when they demonstrate outstanding performance or behaviors.

Accountability

I stand for making a difference.

I will hold myself and others accountable to the values of SOMC.

I will set a good example.

I will always take care of all requests given to me, or I will find someone who can.

I will utilize SOMC's resources effectively.

I will use time constructively and efficiently.

I will always maintain professional development requirements – competencies, licensures, mandatory inservices, staff meetings, blue card requirements, etc. – HR-02.21.

I will be prompt and prepared for my assignments and bring a WillDo attitude.

I will always comply with the SOMC Vehicle Parking and Enforcement Policy – HR-04.11.

I will always adhere to SOMC's Tobacco-Free Environment Policy – HR-04.17.

SECTION II

Disruptive Behavior

These are behaviors that are never acceptable to display while interacting with patients, visitors, co-workers and physicians.



Disruptive Behavior

Disruptive behavior refers to any behavior that interferes or potentially interferes with the orderly conduct of hospital business.

Some examples of disruptive behaviors*:

Profane/angry language or yelling

Throwing objects, slamming doors, instruments, or charts

Disrespectful language – name calling, racial/ethnic jokes, sarcasm, etc.

Demeaning nonverbal behavior – eye-rolling, inappropriate gestures, making faces, etc.

Criticism of other caregivers in front of patients or other professionals

Tardiness in responding to pages or requests for help

** This list is not comprehensive*

Some examples of disruptive behaviors:

Lack of response to other health care professionals' concerns regarding safety or quality of care

Intimidating physical behavior

Sexual harassment or innuendo

Retaliation against anyone who has reported or helped in an investigation

Gossip or withholding of information aimed at undermining a colleague

Falsification of records – time sheets, charts, credentials, etc.

Failure to document according to protocol

Intimidation – use of credentials, position, or seniority to gain or demonstrate power or control

Deliberate failure to follow organizational policies

Policy Reference HR-04.18 Code of Conduct

SECTION III

Acknowledgment Statement



Acknowledgment Statement

I have read and understand SOMC's Code of Conduct. I acknowledge receipt of and I agree to abide by the expectations set forth in this document and understand that my failure to follow these expectations is a violation of SOMC's code of conduct.

**I commit to Standing for
SOMC's Code of Conduct.**

*Created February 2008.
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Thanks to the SOMC Standards
of Behavior Team, and thank
you for your commitment to
SOMC's Code of Conduct

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