

# 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.

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**AIDET** – Acknowledge | Introduce | Duration | Explain | Thank

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

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**SBAR** – Situation | Background | Assessment | Recommendation

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**STAR** – Stop | Think | Act | Review

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## SECTION I

# 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.

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

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I will always practice safe work habits.

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

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I will always provide a safe and clean environment.

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

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

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I will utilize proper ergonomic equipment and precautions.

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I will always wear personal protective equipment.

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I will always identify patients with two methods of identification.

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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.

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

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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.

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

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I will be a constant learner and share learning opportunities.

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

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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.

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

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

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

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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.

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

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

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I will promote interdepartmental respect and communication.

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

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

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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.

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I will set a good example.

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

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I will utilize SOMC's resources effectively.

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I will use time constructively and efficiently.

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

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

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

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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

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Throwing objects, slamming doors, instruments, or charts

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

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

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Criticism of other caregivers in front of patients or other professionals

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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

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Intimidating physical behavior

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Sexual harassment or innuendo

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Retaliation against anyone who has reported or helped in an investigation

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Gossip or withholding of information aimed at undermining a colleague

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

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Failure to document according to protocol

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

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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.  
Revised May 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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