



- SOUTHERN OHIO MEDICAL CENTER -

# Code of Conduct

## **COMMITMENT STATEMENT**

*As a member of the SOMC team, I will support  
the SOMC Mission, Vision, and Values.*

*I commit to follow and adhere to SOMC's Code of Conduct.  
My commitment to the Code of Conduct will ensure that our Strategic  
Values are upheld to guide my behavior in all patient experiences.*

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I will stand for SOMC's  
Code of Conduct.

## **Mission**

We will make a difference.

## **Vision**

We will be the best!

## **Cardinal Value**

We honor the dignity and worth of each person.

## **Strategic Values**

Safety - Quality - Service - Teamwork - Finance

# Code *of* Conduct

Behaviors SOMC expects all team members to demonstrate when interacting with patients, visitors, co-workers, and providers.

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## | Safety

I stand for creating an exceptionally safe environment.

### I WILL ALWAYS

- + Follow all safety policies.
- + Adhere to SOMC Red Rules.
- + Practice safe work habits.
- + Report unsafe events, incidents, and near misses to the SAFE Line, Quantros, or Risk Management directly.
- + Maintain a safe and clean environment.
- + Know my role in the event of an emergency code.
- + Utilize proper ergonomic techniques and patient lift/assist equipment.
- + Wear personal protective equipment [PPE] including goggles.
- + Identify patients by two methods of identification.
- + Perform appropriate hand hygiene.

# Professionalism

I stand for taking ownership and pride in my work.

## I WILL ALWAYS

- + Uphold quality standards and a positive image of SOMC.
- + Wear my identification badge so that it is clearly visible on the outside area of my clothing with my photo facing outward.
- + Dress with professional attire that does not distract or offend and present myself neatly and cleanly in my grooming.
- + Speak of and represent my SOMC family in a positive manner.
- + Be a constant learner and share learning opportunities.
- + Discuss organization issues with my management team and not in the presence of a customer.
- + Refrain from participating in gossip or assuming anyone wants to know my personal business.

# Dignity

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

## I WILL ALWAYS

- + Treat all patients/customers, families and co-workers with dignity and respect.
- + Provide and respect customer privacy and confidentiality.
- + Treat all SOMC information with the utmost confidentiality, respect, and care to assure it is shared only to those who have a “need to know”.
- + Respect customer and team member differences in lifestyles, cultures, and beliefs.
- + Respect our patients by providing personal privacy measures – knock and ask before entering; provide appropriate coverage.
- + Refrain from disclosing confidential information in public areas.

# Service

I stand for putting patients/customers first.

## I WILL ALWAYS

- + Put patients/customers at the center of what I do.
- + Identify my patients'/customers' expectations and exceed them.
- + Assist/escort patients/customers in need of direction.
- + Commit to listening, anticipating, and understanding my patients/customer needs.
- + Ask the patient/customer how they like to be addressed and acknowledge them with eye contact.
- + Apologize for delays and give an explanation without placing blame.
- + Utilize service recovery following the SOMC AHEART model – Apologize, Hear, Empathize, Ask, Respond, Thank.
- + Thank my patient/customer for choosing SOMC.
- + Positively acknowledge and accommodate the needs of patients/customers when there is an opportunity for interaction (elevators, hallways, etc.).
- + Meet and Greet within Three Feet.
- + Use AIDET+C when communicating with patients/customers and families – Acknowledge, Introduce, Duration, Explanation, Thank, Connection.

# Communication

I stand for clear and positive communication.

## I WILL ALWAYS

- + Communicate clearly and in a positive manner
- + Explain plans, processes, or procedures in a way that my customer and team members understand.
- + Practice good hand-off and shift-to-shift transitions using clear communication.
- + Introduce myself and my purpose.
- + Provide a realistic duration for service/wait time to my customers and team members.
- + Communicate with a purpose by using the SOMC SBAR tool – Situation, Background, Assessment, Recommendation.
- + Demonstrate proper phone and electronic communication etiquette.
- + Limit the use of acronyms and abbreviations, and when I use them, I will explain what they mean.

# Teamwork

I stand for being a respectful and productive member of the team.

## I WILL ALWAYS

- + Work toward organizational success.
- + Demonstrate a positive attitude and challenge those who do not.
- + Demonstrate a willingness to assist and take ownership of each situation or interaction.
- + Demonstrate respect and communication with colleagues within my department and interdepartmentally.
- + Consider the impact of patient care and co-workers when coordinating schedules and work load.
- + Always remember that I was a new team member at one time and help other new members succeed.
- + Recognize and thank individuals when they demonstrate outstanding performance or behaviors.



# Accountability

I stand for making a difference.

## I WILL ALWAYS

- + Hold myself and others accountable to the values of SOMC.
- + Set a good example.
- + Take responsibility for controlling my thoughts, emotions, and behaviors.
- + Demonstrate behavior that is even and consistent. Getting emotionally aroused or upset is never acceptable at SOMC.
- + Take care of all requests given to me, or I will find someone who can.
- + Utilize SOMC's resources effectively.
- + Maintain professional development requirements (competencies, licensures, mandatory in-services, staff meeting, annual requirements, etc.)
- + Be prompt and prepared for my assignments and bring a "Will Do" attitude.
- + Comply with the SOMC vehicle parking and enforcement policies and procedures.
- + Adhere to SOMC's tobacco free environment policies and procedures.

# Disruptive Behavior

Disruptive behavior refers to any behavior that interferes or potentially interferes with the orderly conduct of hospital business. Disruptive behaviors are never acceptable to display or participate in as an SOMC team member. Being an SOMC team member means you are the “face” of the organization everywhere you go; on the clock and off.

## **The following is a non-exhaustive list of possible behaviors deemed disruptive:**

- + Profane/angry language, venting or yelling.
- + Throwing objects, slamming doors, instruments, charts, etc.
- + Disrespectful language such as name calling, racial/ethnic jokes, sarcasm, etc.
- + Demeaning nonverbal behavior such as eye rolling, inappropriate gestures, making faces, etc.
- + Criticism of other team members in front of patients or other professionals.
- + Tardiness in responding to pages or requests for help.
- + Lack of response to team members 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 team member.

- + Falsification of records such as timesheets, charts, credentials, etc.
  - + Failure to document according to protocol.
  - + Intimidation by using credentials, position, or seniority to gain or demonstrate power or control.
  - + Deliberate failure to follow organizational policies.
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# Addressing Disruptive Behaviors

SOMC is committed to eliminating disruptive behavior. Such behavior will be addressed using measures outlined in the current corrective action policy. As a team member it is my responsibility to report such behavior to my management team and/or Human Resources.

# Southern Ohio Medical Center

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*Very* Good things are happening here

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