



SARASOTA MEMORIAL HEALTH CARE SYSTEM

# Standards of Behavior

SARASOTA  
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HEALTH CARE SYSTEM



# We are TEAM SMH ...

## *and these are our Standards of Behavior*

### Quality & Safety

I support Sarasota Memorial's efforts to provide a **safe** workplace and environment for **high quality** care.

### Caring & Compassion

I strive to make every **patient experience** a positive one by demonstrating **caring** and **compassionate** behaviors to those I care for and work with.

### Mutual Respect & Recognition

I value **diversity** in our workplace and encourage positive interpersonal relationships by treating all people with **kindness** and **respect**.

### Teamwork & Trust

I understand **teamwork** and **trust** are keys to our success and remain receptive, flexible and supportive of efforts to make Sarasota Memorial the best.

### Excellence & Professionalism

I strive for **excellence, professionalism** and continuous improvement in my performance.

### Accountable & Ethical Behavior

I am **accountable** for my behavior; I will act in an **ethical, efficient** and **effective** manner.

*Sarasota Memorial Health Care System maintains extensive policies that provide employees with detailed information regarding their responsibilities and their work. These Standards of Behavior supplement but do not replace or override any health system policies. Employees are expected to comply with system policies, which can be found on the system's Intranet site PULSE.*

## Standards of Behavior

We all have an impact on patient care, regardless of our role in the Sarasota Memorial Health Care System. Our Standards of Behavior were developed by Sarasota Memorial team members from across the system. They are guidelines we ask all employees to commit to and model as we strive to provide the very best service to our patients, each other and our community.

**Our Standards of Behavior reflect our core values and are the foundation for everything we do.**

### MISSION

Whether you are a direct caregiver, or a colleague supporting that care, every employee plays an important role in Sarasota Memorial's **Mission** "to provide health care services that excel in caring, quality and innovation."

### VISION

Our corporate **Vision** reflects a deep commitment to our patients, staff and community "to be the best place to be a patient, the best place to work, and the best place to practice medicine."

### VALUES

We recognize that our extraordinary people are keys to our success – dedicated employees who share our core **Values** and promote an environment that supports and rewards:

- ▶ Quality & Safety
- ▶ Caring & Compassion
- ▶ Mutual Respect & Recognition
- ▶ Teamwork & Trust
- ▶ Excellence & Professionalism
- ▶ Accountable & Ethical Behavior

## Standard 1 – Quality & Safety

I support Sarasota Memorial's efforts to provide a **safe** workplace and environment for **high quality** care.

### *I will:*

- ▶ Promote a patient-centered, patient safe environment.
- ▶ Hold myself, my co-workers and leaders accountable for patient safety.
- ▶ Follow all SMHCS safety policies and procedures to protect myself and others.
- ▶ Look for ways to reduce risks and report all errors and near-misses.
- ▶ Focus on the person needing my attention.
- ▶ Explain everything I can and encourage questions.
- ▶ Stop if I am unsure of a step and ask someone before moving ahead.
- ▶ Use SMHCS standardized checklists and other department specific safety tools.
- ▶ Correctly identify patients at each and every encounter.
- ▶ Always make sure I have the RIGHT patient in the RIGHT place for the RIGHT procedure with the RIGHT equipment. Perform a "time-out" with the team before every procedure.
- ▶ Use standardized format to communicate important hand-off and patient information.
- ▶ Wash my hands - wash my hands - wash my hands.



## Standard 2 – Caring & Compassion

I strive to make every **patient experience** a positive one by demonstrating **caring** and **compassionate** behaviors to those I care for and work with.

### *I will:*

- ▶ Do all I can to ensure a positive patient experience.
- ▶ Acknowledge and follow-up on any concerns.
- ▶ Respect the dignity and privacy of our patients at all times (knock and ask permission before entering their room; ensure their gown is closed properly and they are modestly covered when walking or in a wheelchair, etc).
- ▶ Maintain a quiet, clean healing environment.
- ▶ Listen and communicate with care, courtesy and concern.
- ▶ Follow the principles of A.I.D.E.T. to address customer concerns.
- ▶ Safeguard patient confidentiality and never discuss private information in elevators or hallways.

### **Principles of A.I.D.E.T.®**

**Acknowledge:** How are you today? For your safety, may I have your name please.

**Introduce:** My name is \_\_\_\_\_ from Food & Nutrition Services. I will be serving your meals today.

**Duration:** Your breakfast/lunch/dinner is served at \_\_\_\_\_ times.

**Explanation:** Your doctor has ordered a \_\_\_\_\_ diet for you. Brief detail. If you need additional information, I can request a dietitian to assist you. Ensure the patient understands he has choices if he dislikes the chef select.

**Thank You:** Check back with the patient for overall satisfaction. Is there anything else I can do for you?

## Standard 3 – Mutual Respect & Recognition

I value **diversity** in our workplace and encourage positive interpersonal relationships by treating all people with **kindness** and **respect**.

### *I will:*

- ▶ Promote open and honest communication.
- ▶ Respect the diverse cultures and religious beliefs of others; refrain from jokes or comments about ethnicity, age, gender, sexual orientation, etc.
- ▶ Appreciate others' suggestions and opinions, even if I may disagree.
- ▶ Use respect and courtesy as I share my message, even when the information may be difficult to communicate.
- ▶ Treat others with kindness and greet them with a warm smile.
- ▶ Show others I want to understand by giving my full attention and not interrupting.
- ▶ Be friendly in words and actions.



## Standard 4 – Teamwork & Trust

I understand **teamwork** and **trust** are keys to our success and remain receptive, flexible and supportive of efforts to make Sarasota Memorial the best.

### *I will:*

- ▶ Make everyone feel welcome and comfortable.
- ▶ Address conflict with others privately and responsibly.
- ▶ Show appreciation and thank others for their help.
- ▶ Remain positive and helpful; refrain from making excuses, blaming or criticizing others and gossip.
- ▶ Respond resourcefully and support changes in directions, priorities, schedules, approaches and responsibilities that improve our workplace.





## Standard 5 – Excellence & Professionalism

I strive for **excellence, professionalism** and continuous improvement in my performance.

### *I will:*

- ▶ Strive to exceed others' expectations.
- ▶ Be a role model and uphold SMHCS values at work and in the community.
- ▶ Project a professional image in the workplace.
- ▶ Be mindful of others and limit personal conversations and use of cell/electronic devices at work (never in view of patients/families).
- ▶ Help keep our hallways and other areas in our workplace tidy and clean.
- ▶ Respond to others in a timely and cooperative manner to ensure satisfaction, comfort and quality care (call lights, voice mail, email, tasks, clean environment, etc).

### **Common Customer Courtesies**

- ▶ Help others without being asked.
- ▶ Assist patients and guests in finding their destinations. Walk with them if possible.
- ▶ Pause before entering elevators to allow guests to enter and exit first. If a patient is being transported, wait for the next elevator to respect his/her privacy.
- ▶ Speak softly in elevators and hallways - never discuss patients or private information in common areas.
- ▶ Park only in designated staff areas, avoiding spaces reserved for patients, visitors and physicians.
- ▶ Help keep our campus smoke-free.

## Standard 6 – Accountable & Ethical Behavior

I am **accountable** for my behavior; I will act in an **ethical, efficient** and **effective** manner.

### *I will:*

- ▶ Be fair, truthful and honest.
- ▶ Use my strengths and talents toward SMHCS' mission and goals.
- ▶ Speak up and report unsafe or unethical conditions.
- ▶ Demonstrate personal responsibility and admit and correct my mistakes.
- ▶ Utilize resources efficiently and effectively.
- ▶ Follow policies and procedures (infection control, absences, safety, use of cell phones, computers and hospital equipment, etc).
- ▶ Respect and protect patient privacy and confidential information in all settings.

Sarasota Memorial is a public hospital subject to the same public records laws as other government institutions. Any individual or media representative has the right to request (and publish) copies of your personal emails and other documents created at work, or work--related emails or documents you create at home or on non-SMHCS computers. Deleting email does not provide confidentiality and anonymity.

# TEAM SMH

## Standards of Behavior

Our Standards of Behavior set the tone for the work environment and culture we want to work in and live by every day.

### *Employee Commitment & Agreement*

By signing this pledge, Sarasota Memorial asks every employee to support our organizational Mission, Vision and Values and to role model these behaviors.

I have read and understand the Team SMH Standards of Behavior and commit to following these standards of personal and professional conduct in my actions and interactions on a daily basis. My signature below serves as my pledge to honor this commitment.

\_\_\_\_\_ Date \_\_\_\_\_  
Signature

\_\_\_\_\_/\_\_\_\_\_  
Printed Name Department

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PHYSICIAN ALIGNMENT

QUALITY

SAFETY

SARASOTA  
MEMORIAL

HEALTH CARE SYSTEM

**Sarasota Memorial Health Care System**

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