

Uvalde Memorial Hospital Standards of Behavior

Introduction

These standards have been developed to establish a culture which supports our hospital's mission, vision, and values.

Uvalde Memorial Hospital's mission is to promote the healing of those we serve by providing compassionate, high-quality healthcare.

The employees of UMH serve our mission through our core values:

- * **Compassion** – Do unto others as you would have them do unto you (with care, dignity, and respect).
- * **Accessibility** – Be available to all we serve.
- * **Integrity** – Do the right thing.
- * **Stewardship** – Be fiscally responsible and accountable. Cultivate resources entrusted to us to promote healing and wholeness.
- * **Excellence** – Exceed expectations through teamwork and innovation.

Statement of Accountability

Accountability means being answerable for our actions not just our good intentions. We work together to build an organization that honors its legacy, thrives today, and remains strong for future generations. Each employee at UMH is accountable to make each of our customers satisfied. We strive for clear performance targets and effective lines of communication. Accountability isn't a burden we place on others, it's a responsibility we all accept and share.

Compassion

- * I will advocate for the most vulnerable person. If I am unable to meet a request, then I will find someone who can meet the request.
- * I will show respect to everyone by actively listening and being considerate to others. I will not interrupt when others are speaking.
- * I will discuss issues I have with a co-worker directly with them before talking to a supervisor.
- * I will not blame or criticize another employee/department in front of patients or coworkers.
- * I will be aware that my tone transmits an unspoken message and will speak with a smile.

Accessibility

- * I understand smiling is contagious, so I will greet everyone with a smile and be aware of my body language and facial expressions. I will always make eye contact.
- * I will be friendly and respectful.
- * I will answer calls pleasantly and promptly and identify my name and department.

- * I will place my cell phone on silent or vibrate mode upon entering the building. I will limit personal phone use during work hours and take calls in the least disruptive manner.
- * I will be professional and careful in what I communicate to others, written and spoken. I understand sarcasm/humor can be taken the wrong way.
- * I will accept feedback positively. I will assume positive intent during all elements of communication.
- * I will give others 100% of my attention and not interrupt while they are speaking.

Integrity

- * I understand that rudeness is unacceptable. I will not initiate or engage in gossip.
- * I will work at being part of the solution, not part of the problem.
- * I will lead by example.
- * I will present myself professionally and abide by the dress code policy.
- * I will take every precaution to protect patients' privacy.
- * I will help provide a safe environment for coworkers, patients, and visitors.

Stewardship

- * I will take personal responsibility for UMH's successful fulfillment of its mission and goals.
- * I will represent UMH positively in the workplace and the community.
- * I will be responsible for picking up after myself, and will maintain a litter-free environment.
- * I will not damage, deface, or misuse materials or property of the hospital, staff, or guests.
- * I will be fiscally responsible with all hospital resources.
- * I will be responsible for checking and reading hospital communication each shift I work.
- * I will limit sending emails to only the appropriate people.
- * I will be open to new ideas and strive to achieve efficient and effective systems.

Excellence

- * I will recognize, reward, and celebrate our successes.
- * I will come to work with a positive attitude and do the best I can every day.
- * I will escort those who are lost to their destination instead of pointing the way.
- * I will offer help and encouragement to others.
- * I will coach and mentor others.