



Behavioral Standards

Attitude and Behavior - Attitude is Everything

Create a Lasting Impression - We treat every patient/customer/coworker as if he/she is the most important person in our organization. Our behavior and attitude creates a positive first impression that is lasting. We strive to exceed expectations.

- I will demonstrate respect and compassion.
- I will have a positive attitude.
- I will conduct myself in a professional manner and adhere to the organization's dress code.
- I will display a "can do" attitude towards my role in the organization.
- I realize that my attitude and behavior is representative of SSM Health at Home.
- I understand that the outcomes of my actions (not my intentions) define how I am perceived by others.
- I acknowledge that I am always a representative of my organization and that relationship does not end when I walk out the door at the end of the workday.

Communication - Key Words at Key Times

Make Words Work: Talk, Listen and Learn - We communicate with courtesy, clarity and care in all verbal and non-verbal messages. We listen attentively to understand patient/customer/coworker needs and confirm they comprehend information provide to them.

- I will be responsible for knowing what is going on in the organization by attending department meetings, reading the intranet and emails.
- I will be courteous with my communications (ex. read email a second time before it is sent).
- I will take an active part in seeking and distributing information in the organization for communication to be effective.
- I will strive to be respectful and professional in all communication
- (verbal/nonverbal/written), provide appropriate background information, and ensure that communication is clear, actionable and concise.
- I will be engaged and responsive to all types of communication from internal and external parties.

Teamwork – United We Provide Exceptional, Comprehensive Care

Teamwork: All for One, One for All – SSM Health at Home team members share a common purpose - to serve our patients/customers/coworkers. We build each other up; we share our successes, failures, information and ideas.

- I will demonstrate respect for team members.
- I will develop professional working relationships with other departments.
- I will support new team members as they integrate into the team and their role.
- I will share my knowledge with others who may not know.
- I will have a willingness to help with what is needed to be done for the good of the team.



Behavioral Standards

- I will actively engage my co-workers in problem solving and champion outcomes that create a successful outcome for all parties involved.
- I will work collaboratively to find solutions to problems instead of finding fault with others.
- I will not assume that everyone has the same knowledge base and frame of reference that I have.

Customer Service - It All Starts with a Smile

Keep in Touch: Ease Waiting Times - Keeping our patients/ customers / coworkers informed puts them (their families) at ease. We are committed to sharing information and acknowledging the presence of our patients/customers /coworkers at all times.

- I will strive to provide excellence in customer service.
- I will treat patients/customers/coworkers with dignity and respect.
- I will ensure follow through occurs in meeting patient/customer/coworker needs.
- I will listen and validate patient/customer/coworker concerns and acknowledge their issues.
- I will respond to patients/customers/coworkers as soon as possible the goal being within one business day.
- I will actively listen to comprehend and appropriately respond to needs.
- I will define expectations.
- Patients/customers/coworkers choose SSM Health at Home and expressing gratitude for the opportunity to serve their needs will enhance the perception of our organization.

Diversity Standards

- I will celebrate diversity in the workplace and learn from employee uniqueness and differences with respect to language, race, color, religion, gender, national origin, age, physical and mental ability, sexual orientation, spiritual practice, socio-economic level, marital status, etc.
- I will support and promote diversity and inclusion initiatives.
- I will participate in diversity and inclusion training programs to enhance diversity awareness and cultural competence.
- I will be open, fair and non-discriminatory in interactions with others.
- I will develop an understanding of my own personal and cultural values and beliefs and strive to gain an understanding of others' personal and cultural values and beliefs.
- I will support and promote diversity in the workplace to foster a climate of inclusion to enable all to work effectively.

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