



As a member of this exceptional team, I pledge my commitment to the following standards of behavior to help make Bothwell Regional Health Center the best place for our employees to work, the best place for our patients to receive care, and the best place for our physicians to practice medicine.

SAFETY: Maintaining a safe environment for patients, families and employees

I know where to find and will follow Federal, State, The Joint Commission, BRHC, and departmental policies.
I properly use all equipment required for my job.
I use proper body mechanics.
I use approved safety devices.
I prepare for emergencies by knowing appropriate codes and actions in the environment of care.
I initiate responsibility for a safety hazard.

ATTITUDE: The manner in which job duties and assignments are approached

I take pride in Bothwell.
I am positive, willing and flexible.
I encourage, model and promote cooperation and team-work.
I am open to constructive feedback.
I embrace change.
I thank someone everyday.
I work through challenges.
I am approachable.
I am friendly, respectful, tactful and polite.
I am aware of my surroundings and offer assistance to anyone in need of help.

TEAMWORK: Actions and interactions of individuals brought together for a common purpose

I respect the contributions of others.
I listen to the opinions of others.
I communicate with co-workers in an appropriate and respectful manner.
I assist coworkers in other departments when needed.
I support the decisions of the group and not let personal differences interfere with the common goal.
I recognize the need to ask for help to achieve our common goals.
I welcome and support new employees, students, and newly assigned co-workers.

COMMUNICATIONS: Listening attentively, understanding the customers' needs, and relaying a message to customers in the process of delivering excellent customer service

I properly identify myself in all forms of communication.
I listen attentively and calmly.
I speak clearly and use words that are easily understood.
I show concern and interest in all interactions.
I smile and make eye contact and use appropriate verbal and non-verbal body language.
I speak with the appropriate people in every situation. "I send the mail to the correct mailbox."
I respond promptly to any form of communication.

ACCOUNTABILITY: A willingness by the employee to take personal responsibility for his or her actions and a determination to go the extra mile

I accept responsibility for doing my job 100% of the time.
I protect and conserve the resources of BRHC.
I am part of the solution by taking an active role in problem solving.
I strive to always meet customer needs.

PROFESSIONALISM: The skill, competence and character expected of a BRHC employee

I follow procedures to ensure the privacy of our patients, staff and physicians.
I speak and act honestly.
I act in a moral and ethical manner.
I understand that my words and actions are a reflection of BRHC.
I am aware and respectful of others' life situations and treat them with compassion and consideration.
I report to work and return from breaks and meals in a timely manner.
I offer more time than is expected when needed.
I take pride in my appearance and adhere to the dress code.
I follow procedure.

I acknowledge that I have received a copy of Bothwell Regional Health Center's Standards of Behavior. I understand I am accountable for knowing and exhibiting these behaviors.



Print name

Signature

Employee ID Number

Date