

Iowa Specialty Hospitals and Clinics choose employees who exemplify an excellent standard of behavior. These standards have been developed by the employees of Iowa Specialty Hospitals and Clinics and are mandatory for all employees to practice.

***I am Iowa Specialty Hospitals and Clinics.***

### **APPEARANCE**

*I will create a positive environment through my personal appearance and the appearance of the organization.*

#### Personal Appearance

- Adhere to dress code policy established by each department
- Dress in a professional manner, wearing clothing that is neat, clean and appropriate
- Practice good personal hygiene
- Wear identification badge at all times at eye level

#### Facility Appearance

- Pick up and dispose of litter properly
- Return equipment to the proper place
- Keep work areas clean and free of clutter

### **ATTITUDE**

*I will care for our guests and staff with the utmost care and courtesy.*

- Treat others as I would want my family to be treated
- Have a positive attitude
- Welcome and embrace change
- Acknowledge guests and staff in a friendly manner and follow the 5/10 rule
- AIDET – Acknowledge, Introduce, Duration, Explanation and say Thank You
- Service Recovery using HEART method: Hear, Empathize, Apologize, Respond, Thank
- Escort patients, visitors, or family members to their destination
- Thank them for choosing Iowa Specialty Hospitals and Clinics with an attitude of gratitude
- Leave a lasting impression as, every patient, family member and visitor is special

### **RESPECT**

*I will treat our patients, guests, co-workers and facilities with the utmost respect, dignity, courtesy and confidentiality.*

- Display kindness and offer help
- Respect others values, privacy, environment and confidentiality
- Be punctual in meeting requests and needs
- Recognize and respect differing cultures, viewpoints and beliefs
- Use terms that can be understood by others
- Follow HIPAA and make sure patient information is kept confidential
- Knock before entering, close curtains or doors to ensure privacy

#### Patients and Guests

- Smile and maintain eye contact
- Introduce self and your role
- Use guests' names when appropriate
- Manage up to decrease patient and family anxiety
- Listen thoughtfully and respond to both verbal and non-verbal messages
- Seek ways to improve patient and guest comfort
- Treat patients' belongings with care and respect
- Address every request or concern until it is resolved
- Utilize on-call or off duty staff when necessary

#### Customer Waiting

- Provide a comfortable atmosphere for waiting patients and guests
- Inform patient and guests of any expected wait time and follow up in a timely manner
- Always thank the guest for waiting. Offer refreshments and an apology if a wait occurs

#### Colleagues

- Be courteous, honest and thoughtful in our interactions
- Recognize and support the skills of individuals
- Be a team player and welcome newcomers
- Willingly accept additional responsibilities
- Conflict resolution should not be done by using email, instant or text messaging
- Address problems that can't be resolved by following the chain of command

## **COMMUNICATION**

*I will communicate at all levels and manage up Iowa Specialty Hospitals and Clinics.*

### Telephone

- Answer with a smile in your voice while identifying self and department
- Minimize hold time and thank the caller for holding
- End all calls by offering additional assistance

### Cell phones

- Unless approved for business use, personal cell phones should be off or on silent during working hours and should be used during scheduled breaks and lunch

### In-Person

- Build relationships with my team and peers
- Participate in all opportunities to Round
- Use Key Words at key times
- Openly and assertively discuss concerns as they arise
- Conflict resolution will be conducted in person and not through any other communication forms.
- Use on stage and off stage behavior. Public areas are not appropriate for patient related discussions
- Ensure continuity by reporting to other members of the team before leaving work area

### Email

- Check and respond to email daily while at work and respond to those emails in a timely manner
- Emails will be clear and concise and provide timeline for follow up
- Only include the appropriate audience

### Internal Systems

- Instant messaging will not be for confidential personnel decisions, communication, or conversations
- Internet usage shouldn't interfere with employee's responsibilities
- Internet, instant messaging and social media usage are property of Iowa Specialty Hospitals and Clinics

### Video Meetings

- Phone/speakers muted when not talking and personal devices are muted
- Appearance and background will be professional and acceptable for a work setting
- Demonstrate engagement by making eye contact with the camera during the meeting
- Ensure a quiet and private space to meet

### Social Media

- When in doubt, do not post.
- Be conscious when mixing business and personal. Make it clear that your views expressed are yours and not those of your employer
- Employees are not to publish, post or release any information that is considered confidential or not public
- Although not inclusive, some specific examples of prohibited Social Media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment
- Never represent yourself as a spokesperson unless specifically given permission to do so

## **OWNERSHIP/ACCOUNTABILITY**

*I will accept responsibility.*

- To get my job done and assist others
- For my actions and do the right thing
- To hold myself and co-workers accountable
- To respond to all call lights
- By reporting areas of concern by entering tasks when necessary
- By having accurate timecard (i.e. punching in and out)
- To use department assets and resources consistent with the best interests of the organization (i.e. limiting overtime)
- Report all safety hazards, accidents and incidents immediately

**I am an ambassador of Iowa Specialty Hospitals and Clinics. Therefore, along with my colleagues I will represent Iowa Specialty Hospitals and Clinics positively in the workplace and communities. Criticizing, condemning and complaining about Iowa Specialty Hospitals and Clinics are not consistent with these Standards of Behavior.**

***I am Iowa Specialty Hospitals and Clinics.***

I have read and understand the Standards of Behavior and I agree to comply with and practice the standards outlined.

\_\_\_\_\_  
Signature of Employee/Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date