

Taos Health Systems Behavior Standards

As members of the THS team, we have an opportunity to make a significant impact on the lives of those we interact with every day. It is through our words, actions, and attitudes that our mission comes to life. These Standards of Behavior represent our commitment to excellence for our patients, families, providers, and team members.

May 25th, 2016

We C STARS!

C - Communication

S - Safety & Quality

T - Teamwork

A - Accountability

R - Respect & Courtesy

S - Service

Communication:

- I will communicate respectfully in focused, clear and concise terms, encouraging feedback if better understanding is required.
- I will supportively listen to others, repeating information or asking questions if clarification is needed, acknowledging that information is understood and responding appropriately with agreement or feedback.
- I will introduce myself to customers and wear my badge so it can be seen and proudly communicate who I am and what I do.
- I will be a good THS ambassador in the community, at work, in email communications and with media outlets.

Safety & Quality:

- I will practice and promote excellence, continuing to be curious, learn and improve my performance.
- I will be focused and pay attention, performing my tasks with accuracy and thoughtfulness.
- I will provide accurate and complete documentation in a timely fashion.
- I will identify, report, and help to remedy safety hazards: "see it, say it and fix it."
- I will address problems promptly, communicate issues to everyone who needs to know and follow through to completion.
- I will be proactive to improve processes, prevent errors and improve quality and safety
- I will take care of myself, so I can tend to the needs of others.

Teamwork:

- I will be committed to establishing and maintaining healthy working relationships, fostering a positive environment **and** discouraging gossip.
- I will partner with my co-workers to meet the needs of our patients and avoid thinking "it's not my job."
- I will be respectful, courteous and understanding, making sure to always show gratitude and appreciation.
- I will adopt a "no blame" attitude and focus on fixing, learning, and improving, while sharing positive comments and accepting feedback.
- I will be a responsible team member who is honest, trustworthy, ethical and accountable for all my actions.
- I will cooperate with all departments and staff, "managing up" co-workers in order to ease the anxiety of our patients while building confidence in the quality of our care.

Accountability:

- I will take responsibility for my own behavior.
- I will present myself in a professional manner in my appearance and actions.
- I will meet or exceed the standards listed in my job description and strive to be a high performer.
- I will complete assignments and responsibilities in a timely manner.
- I will report to work on time, be prepared for the work day, and return from all breaks on time.
- I will offer assistance to deal with customer concerns and initiate service recovery.
- I will take ownership of my mistakes and use them as a learning experience.
- I will respectfully coach others not adhering to the standards of behavior, regardless of their position or department.

Respect & Courtesy:

- I will greet everyone with a smile, make eye contact and be open and friendly.
- I will maintain individual privacy in the strictest of confidence and only share information on a need to know basis.
- I will respect diversity and individual differences.
- I will treat everyone with courtesy and respect.
- I will keep my work space clean and organized.

Service:

- I will strive to exceed the expectations of all customers.
- I will ensure that my tone of voice and actions demonstrate kindness, sensitivity, and empathy when interacting with customers in all situations.
- I will be helpful to our customers. If I do not know the answer, I will find out or refer them to someone who may know.
- I will accompany visitors and/or guide them to the area they are looking for.
- I will be timely when following up with customers on unresolved issues.
- I will use proper telephone etiquette by answering in a timely manner, identifying myself and my department, using a courteous tone, with phrases such as "May I help you?"
- I will thank our patients and family members for choosing Taos Health Systems to provide their care