

Values

Integrity: Be honest and trustworthy

- Tell the truth and do the right thing, and ensure the highest ethical decisions
- Earn and maintain the trust and confidence of all with whom you engage
- Be a positive voice for BHS in the workplace and in the community
- Keep internal issues internal; do not discuss in front of patients, their families or the public
- Follow through in a timely manner on commitments and requests or seek assistance

Compassion: Be empathetic to the needs, concerns and suffering of others

- Make eye contact, smile, greet everyone and be intentionally attentive
- Give customers priority in hallways, elevators, and parking areas; escort visitors/patients to their locations
- Use AIDET and interact in such a way to reduce patient and family anxiety
- Anticipate the needs of others instead of waiting to be asked; pursue every avenue to help
- Keep patients/customers informed of progress and delays

Accountability: Take ownership and foster an environment of ownership

- Take responsibility for your words, work, actions, and outcomes without making excuses, creating a 'we/they' or blaming someone else
- Take initiative to resolve issues or collaborate with others to achieve the best outcomes
- Provide feedback privately for behaviors that do not reflect BHS values; accept feedback respectfully
- Admit mistakes and take action to correct them
- Stop negativity and gossip
- Arrive on time, ready to focus for assigned duties
- Ensure a clean professional image for yourself and our environment

Respect: Value others' feelings, wishes, rights, identities, traditions, and beliefs

- Use words/body language that communicates courtesy, dignity and seeks to put every person at ease
- Protect the privacy, property, dignity, and rights of everyone
- Allow others to share concerns, ask clarifying questions, or offer ideas without fear of judgment
- Communicate in ways others can understand (e.g. no medical jargon)
- Make thanking others for their contributions and accomplishments a habit
- Manage up providers and coworkers by communicating their strengths to others
- Use personal electronic devices for emergency purposes only or during breaks/meals
- Use proper names vs nicknames unless given permission to do differently

Excellence: Strive for exceptional performance in work, care, quality, safety, service, and finance

- Learn patient/customer needs and expectations and work to exceed those expectations
- Apply consistent effort to achieve superior performance in department and organizational goals
- Look for ways to improve how we work by challenging the status quo
- Use resources (time, personnel, equipment, supplies, technology) responsibly
- Practice service recovery if we miss the mark
- Continually learn to enhance your skills and abilities to serve
- Use tools/equipment properly; follow policies and procedures designed for safety and not take shortcuts
- Report actual or near miss safety events
- Make effective handoffs

I have read and received a copy of the BHS values. I understand it is the expectation that I will uphold these values at all times, and I will hold others accountable to these values.

Signature

Print Name

Date

Employee Number

Department