**STANDARDS OF CONDUCT**

In the quest for service excellence to our patients, community and those we work alongside, the staff of Grove Hill Memorial Hospital and its associated clinics, Grove Hill Healthcare and Grove Hill Primary Care, have adopted these “Standards of Conduct”. These “Standards of Conduct” are more than suggestions or recommendations for appropriate behavior in the workplace; rather, they represent actions and standards every employee promises to adhere to and abide by in carrying out their duties in the workplace.

**Dedication**

* I will report for my scheduled shifts on time
* I will complete every task or project assigned to me
* I will give my best effort to every responsibility given me

**Integrity**

* I will do the right thing, every time and in every situation
* I will always keep my word and speak truth
* I will follow through, to completion, on every task or assignment for which I am responsible

**Respect**

* I will treat others the way I want to be treated
* I will treat every patient with the same level of courtesy and respect
* I will actively listen with purpose and an open mind
* I will communicate with words and actions that convey respect for others
* I will take responsibility for my words and actions toward others

**Excellence**

* I will pay attention to detail, always striving for perfection in the work I do
* I will commit to learning to become more skilled in my job
* I will recognize that “customers” are our patients, their families and my co-workers and will do my best to meet their needs and exceed their expectations
* I will welcome constructive criticism because it can help me improve

**Compassion**

* I will strive to treat and serve the “whole” patient – body, spirit and mind
* I will serve not only our patients but their family as well
* I will demonstrate compassion and empathy for every patient
* I will remember our patients come to us for help

**Teamwork**

* I will build up my co-workers rather than tearing them down
* I will actively listen for understanding
* I will not leave my work for someone else to complete, if possible
* I will “have the back” of my co-workers just as they have mine
* I will resolve conflicts promptly and directly with those involved

**Safety**

* I will commit to patient safety as my first priority
* I will practice and apply the safety behaviors and techniques I’ve been trained to use
* I will immediately report safety concerns and errors, including my own
* I will comply with policies and procedures designed to keep everyone safe
* I will speak up to reduce harm and prevent errors

As an employee and member of the Grove Hill Memorial healthcare system, I pledge to adhere to these “Standards of Conduct” as measures of my job performance and as a condition of my employment.

Employee Name (Printed):

Employee Signature:

Department:

Date Signed: