

RESPECTFULNESS

I will:

- Treat patients, visitors, and colleagues with respect, courtesy, and compassion
- AIDET- Acknowledge the person, Introduce myself, establish a Duration, provide an Explanation, and say “Thank you”
- Follow the 10/5 rule: acknowledge the person 10 feet away by making eye contact and smiling and saying “hello” at 5 feet away
- Help lost guests find their way by walking them to their destination when needed
- Embrace diversity throughout the workplace by making a genuine effort to understand patient and family needs
- Respect the individuality, privacy, and dignity of patients, visitors, and colleagues
- Take all measures to protect the privacy of patients, including discussing the patient’s health in a private place
- Practice telephone etiquette by answering the telephone: 1) within three rings 2) with energy and vitality, and 3) stating “good morning,” department name, and “how may I help you?”
- Keep all interactions positive by not engaging in negative behaviors such as gossiping, verbal affronting, back-stabbing, non-verbal negative insinuations or innuendos, sabotaging, undermining, withholding, infighting, scapegoating, arrogance and broken confidences.
- Demonstrate appropriate body language that displays respectful engagement when interacting with others
- Refrain from speaking negatively about others who are not present
- Keep all interactions positive and discuss internal issues only with those who need to know
- Show respect for all employees regardless of their position in the hierarchy of the organization
- Refrain from criticizing MUSC in the work place and in the community
- Practice elevator etiquette: all visitors to enter and exit first and do not discuss patient information
- Not use any electronic communication device (e.g. cell phones, Bluetooth, earphones, headphones, pagers, ipads or other tablets, computers, or PDAs) for personal business while working



Updated 6/13



STANDARDS OF PROFESSIONAL BEHAVIOR

The MUSC Medical Center values professionalism and interprofessional work among all employees. Professionalism is behaving in an ethical manner while assuming and fulfilling your responsibilities in every situation every time. Interprofessional work is communicating and working together as colleagues to contribute to a culture of collaboration, quality, and safety.

Practicing professional behaviors at the Medical Center means committing to providing EXCELLENCE in patient care, teaching, and research; promoting an environment that is RESPECTFUL of others; being ADAPTIVE to change; and taking ACCOUNTABILITY for outcomes.

Individually, we pledge to practice these professional behaviors and use U Turn tools for the benefit of our colleagues, the safety of patients and their families, and the betterment of the MUSC Medical Center.

EXCELLENCE

I will:

- Welcome new employees to my department
- Answer questions posed by patients, students, or staff to ensure understanding and facilitate learning
- Manage up, speaking well of each other, coworkers and medical staff
- Take pride in the workplace and help keep my work area clean by cleaning up litter, debris, and spills promptly
- Maintain a safe environment for our patients, their families, and our colleagues by:
 - Understanding all safety codes and knowing how to respond to them
 - Using security measures when appropriate
 - Understanding and following the National Patient Safety goals
- Support growth in others by providing direct constructive feedback when appropriate
- Speak up in a direct and constructive manner to ensure staff safety and quality patient care

ACCOUNTABILITY

I will:

- Adhere to the MUSC Medical Center Code of Conduct
- Strive to exceed attendance expectations in order to provide consistency in quality of service
- Be fiscally responsible by not wasting time or resources
- Wear my badge at lapel level with photo facing out
- Wear appropriate clothing that is in compliance with departmental standards and image policies
- Take pride in my overall appearance
- Take responsibility for making sure that my actions, behaviors, and decisions reflect positively on the Medical Center
- Support a culture that finds solutions, rather than one that makes excuses or blames others
- Hold myself and staff accountable for providing professional and reliable service in a consistent manner
- Adopt and promote AIDET in all appropriate actions
- Communicate any concerns, suggestions, and ideas to my supervisor in an open and honest manner
- Uphold patient, employee, and institutional confidentiality
- Complete all mandatory training and maintain appropriate credentials/licensure
- Collaborate with colleagues of other departments to ensure success of the institution
- Adhere to and uphold all MUSC Medical Center policies and procedures
- Acknowledge and respond to e-mail, voice mail, and other forms of communication in a professional and timely manner
- Offer help to others and be accountable for my share of the workload
- Attend and participate in staff meetings and other meetings as required
- Be punctual for meetings and appointments

ADAPTABILITY

I will:

- Maintain a positive, willing, and flexible attitude
- Be a team player and remove the phrase, "It's not my job," from my vocabulary
- Identify negative behaviors when they occur and use U-Turn tools to appropriately address the behavior
- Work collaboratively to help others
- Be proactive in identifying opportunities for individual growth and departmental improvement
- Be receptive to constructive criticism
- Promote cooperation between co-workers/departments
- Embrace change and offer suggestions for resolutions to problems
- Respect and listen to my co-workers' ideas