HUMAN RESOURCES MANAGEMENT POLICY

STANDARDS OF PROFESSIONAL BEHAVIOR

Policy 03

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I. POLICY

The Standards of Professional Behavior are expectations to ensure that all employees of the Medical University of South Carolina deliver quality service that is customer focused. Regardless of job description, each employee is a vital link in providing outstanding customer service, and must, at all times, maintain the values set forth within the University. These standards extend to all interactions between members of the MUSC community.

MUSC values professionalism and interprofessional work among all employees.

Definition:
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.

A. The Medical University of South Carolina is committed to the upholding the Code of Conduct and Standards of Professional Behavior by:

1. Supporting the mission of the Medical University of South Carolina through adherence to its policies, procedures, and Code of Conduct.

2. Maintaining a safe workplace through the adherence of safety and security protocols.
3. Being accountable for the appropriate use of time and resources.

4. Displaying an outstanding attitude, maintaining an appropriate/professional appearance, and being fully accountable for interactions with customers, coworkers, and the MUSC leadership.

5. Delivering exemplary customer service, including AIDET and the 10/5 rule.

6. Appropriately sharing information without violating confidentiality.

7. Promoting cooperation among all members of the MUSC community.

8. Supporting and embracing diversity in a respectful environment.

II. DEFINITION

The MUSC University professional behavioral standards define the commitment of all employees as it relates to:

- Accountability
- Respect
- Adaptability
- Excellence
- Customer Service
- Attitude
- Communication (Information Sharing)
- Teamwork

III. PROCEDURE

A. Employee Responsibilities

1. Be aware and concerned about how behaviors impact customers and colleagues.

2. Demonstrate and receive feedback from colleagues regarding displays of behavior that are excellent or substandard. Recognize displays of MUSC Excellence by verbal recognition or other recognition mechanisms such as Applause, Peer Postcards, etc.

3. Notify supervisor/manager of instances of excellence or non-compliance with established behavioral standards.

B. Leader Responsibilities

1. Responsible for role modeling behaviors. It is expected that leaders reinforce adherence to the standards by their own actions.
2. Incorporate specific Standards of Professional Behavior into departmental orientation, the performance plan of each employee and the performance evaluation.

3. Investigate reports of and document instance of violation of Standards of Professional Behavior and take appropriate corrective action(s) per MUSC Human Resources Policy 45, Disciplinary Action, especially when behavior is repeated or seriously in violation of the Standards of Professional Behavior.

4. Observe and recognize instances of excellence in adherence to the Standards of Professional Behavior; such recognition may include, but is not limited to: “Lifting up”, written Thank You notes, and/or Applause Awards.

C. **Levels of Performance**

For the purpose of evaluation and clarification, four levels of displayed behavior are defined. These success criteria levels will be used to evaluate each employee and leader on their evaluation. These levels may also be used as reference in the discussion of the display of the Standards of Professional Behavior at any time.

- **Displays the Standards of Professional Behavior at the Role Model Level:** A role model who consistently displays exemplary behavior for others to follow or emulate and exceeds expected behavioral norms. Anticipates the needs of customers and provides service that meets or exceeds expectations. When faced with challenges or problems, identifies the issues and develops solutions without waiting to be directed to do so. Works collaboratively with co-workers and customers to implement solutions to challenges. An individual that routinely receives positive acknowledgement from customers.

- **Models Standards of Professional Behavior Most Times:** Exhibits all of the elements of behavioral standards and may exceed expectations in focused areas.

- **Models Standards of Professional Behavior Inconsistently:** Exhibits behavior that is consistent with Standards of Professional Behavior. Does what is necessary. May need coaching to improve one or more expected behaviors.

- **Does Not Model Standards of Professional Behavior:** Consistently exhibits behavior that fails to meet one or more of the Standards of Professional Behavior.

IV. **STANDARDS OF PROFESSIONAL BEHAVIOR STATEMENTS**

A. The MUSC Standards of Professional Behavior are defined for the University and include reference to patient care, teaching and research. A complete listing of the Standards of Professional Behavior (AREA) (Accountability, Respect, Excellence, and Adaptability), can be found at: [www.musc.edu/hr/university/policies/standardsbehavior2.pdf](http://www.musc.edu/hr/university/policies/standardsbehavior2.pdf).
B. The MUSC Standards of Professional Behavior are defined for the Division of Finance and Administration as they reference support and collaboration with the campus community. A complete listing of the Standards of Professional Behavior (COMMIT) (Customer Service, Outstanding Attitude, My Accountability, My Appearance, Information Sharing and Teamwork), can be found at: www.musc.edu/hr/university/policies/standardsbehavior1.pdf.