



Caregiver Behavioral Standards



The center of the PeaceHealth Caregiver Model identifies the interconnection between our Catholic Health Care Ministry, Mission, Values, Ethics, Culture, Vision and Operational Plan. The Attributes identify the personal qualities that we embody and develop within ourselves. The Job Functions define the dynamic relationships and responsibilities of our work as caregivers.

The Behavioral Standards describe in detail actions and behaviors that we hold ourselves and each other accountable to as we carry on the Mission of PeaceHealth and demonstrate our commitment to the patient experience.

SERVICE:

- Makes a positive first impression by greeting others, introducing self, and wearing appropriate dress and easily visible name badge.
- Addresses patients and family members by their preferred name while honoring privacy and safety needs.
- Anticipates and quickly responds to the needs of others. Explains problems and apologizes for delays.
- Communicates respect and a positive, flexible attitude by addressing patient and family needs and by explaining what can be expected.
- Acts courteously by saying “please” and “thank you” and by asking permission when appropriate.
- Supports patients and families emotionally through caring behaviors including smiling, eye contact, gentle treatment, and appropriate touch.
- Looks out for those who appear lost and offers assistance.
- Answers the phone promptly. Introduces self by name, role and department. Conveys “may I help you” through tone and words. Asks approval before placing caller on hold.
- Helps create a caring atmosphere by slowing down and by minimizing noise and distractions.

TEAMWORK:

- Develops and maintains good working relationship by showing respect, compassion, and care for coworkers.
- Supports team practices, ground rules, and decisions through action and communication.
- Shows appreciation for others’ unique talents, abilities and accomplishments.
- Accepts accountability to uphold standards, learn from mistakes, and practice forgiveness.
- Supports team members by noticing where help is needed and offering assistance.
- Refrains from engaging in negative behaviors such as gossiping, complaining, or undermining others. Dispels rumors.
- Collaborates across shifts, departments and roles to serve needs at large.
- Resolves conflicts and disagreements in a calm and open way. Handles difficult situations with grace and professionalism.

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COMPETENCY:

- Is able to state competency expectations of the work. Holds self accountable to a high level of competency demonstration.
- Performs tasks within the scope of the job safely, accurately and independently.
- Maintains applicable professional or technical certifications and completes required training.
- Uses time, talents, materials, finances, and other resources responsibly.
- Follows through on commitments and sees issues through to completion or handoff.
- Uses PeaceHealth Mission, Values, Vision, policies, procedures, guidelines, and protocols to guide day-to-day activities.
- Respects all aspects of diversity and cultural difference. Incorporates awareness of diversity into daily practices.

COMMUNICATION:

- Seeks feedback and ideas from diverse sources, including those with different backgrounds, experiences, and points of view.
- Speaks up, raises issues and reports concerns in the best interest of caregivers, patients, families, and PeaceHealth.
- Listens actively to ensure others are heard and supported when raising concerns.
- Uses easily understood and appropriate language to keep others informed. Invites and answers questions to check for understanding.

- Communicates clearly, concisely and professionally in a respectful manner.
- Accepts responsibility for impact of own communication.
- Limits casual conversations that can be overheard in public or shared work spaces and patient care areas.
- Offers tools for those with communication needs such as language barriers or low literacy.

CONTINUOUS IMPROVEMENT:

- Approaches problems as opportunities for innovation.
- Suggests ideas for workplace improvements.
- Supports change by being flexible, open and resilient.
- Stays informed about changes or improvements that are underway.
- Is open to giving and receiving feedback for improvement.
- Continually pursues additional knowledge, skills, abilities, and experiences. Seeks to learn, develop and grow, both professionally and personally.
- Promotes learning across PeaceHealth by mentoring others and building shared knowledge.
- Uses input from patients, families and visitors to make patient-centered improvements.
- Seeks help from appropriate people when resolving problems.
- Works as a team member to provide input into and achieve team goals.

