



Oswego Hospital

An Affiliate of Oswego Health

Standards of Behavior

PROFESSIONALISM

I will...

- ❖ Take responsibility for my work, respect diversity within the community, maintain professionalism which includes wearing my name badge, and adhere to Oswego Hospital policies.

COMMUNICATION

I will...

- ❖ Introduce myself, make eye contact, show concern & interest; remain calm when confronted with or responding to pressure situations.
- ❖ Listen and respond accordingly to patients, families, visitors, and colleagues while maintaining appropriate body language and tone of voice.
- ❖ Maintain professional telephone etiquette including stating your name when answering the phone.
- ❖ Direct or escort a patient/visitor or colleague who seems to be lost, to their destination.

COMMITMENT

I will...

- ❖ Treat colleagues with dignity, respect and compassion; value and respect differences in background, experience, culture, religion, and ethnicity.
- ❖ View all colleagues as equally important members of the Oswego Hospital team, regardless of job, role or title.
- ❖ Recognize and encourage positive behaviors; provide private feedback for inappropriate behaviors.
- ❖ Be trustworthy, accountable, flexible and supportive.
- ❖ Exclude negativity and gossip as they are contagious and should be excluded from work.

OWNERSHIP

I will...

- ❖ Conduct myself as a member of a "solutions" team by engaging in group problem solving.
- ❖ Be proactive, offering assistance where there is a need.

PRIVACY AND CONFIDENTIALITY

I will...

- ❖ Only engage in conversations regarding patients according to Oswego Hospital policies and regulatory requirements and in accordance with federal privacy laws and guidelines.
- ❖ Discuss confidential matters in confidential private areas, hold in confidence all private information and interactions.
- ❖ Knock prior to entering a patient's room identify myself and ask permission to enter.

I have read and understand the organization's expectations for behavioral standards for all Oswego Hospital employees and Medical Staff. I also understand that Disruptive Behavior such as bullying and inappropriate verbal communication will not be tolerated and Oswego Hospital promotes a Culture of Safety for both the staff and patients.

Signature

Employee Number

Date