

**WE ARE COMMITTED TO EXCELLENCE AND  
WE TAKE PRIDE IN THIS ORGANIZATION AS IF WE OWN IT**



Bay Area Hospital's Behavioral Standards

**Dignity:**

***Uphold value as a human being***

- Realize the value of every individual. Empathize with others and think about what it is like to walk in their shoes.

**Integrity:**

***Adherence to a code of values that includes sincerity, honesty, and candor***

- Demonstrate personal accountability by accepting responsibility for actions and non-actions.
- Practice openness in communication through sharing information at all levels of the organization, fostering and supporting a "no-secrets" environment.
- Keep promises and commitments.
- Speak the truth without blame or judgment.
- Act in a way that supports our beliefs and statements. In other words, "walk our talk."
- Know and follow our organization's policies, procedures, and regulations.
- Maintain confidences in your private conversations unless your role requires reporting specific circumstances to authorities.
- Be able to say: "I'm sorry" and "I made a mistake" without fear of punitive consequences.
- Have the courage to be different and to stand up for what is right even when it is not the most popular position, without fear of retribution.

**Respect:**

***Appreciate every person's value***

- Treat everyone fairly and consistently; value and respect other's opinions and beliefs.
- Respect and demonstrate tolerance for individual and cultural differences.
- Honor contractual agreements.
- Assume good intentions and act in good faith.
- Refrain from engaging in gossip or slander that diminishes the reputation of another.
- Bring issues of conflict or disagreement directly to the individual(s) involved in a private, respectful manner with the purpose of seeking consensus and resolution.

**Excellence:**

***Exceed expectations, inspire others, and demonstrate exceptional quality.***

- Set and maintain exceptional personal and professional standards.
- Use resources responsibly and effectively.
- Suggest and help implement quality improvement initiatives.
- Look beyond your assigned tasks. Our responsibility does not end where our co-worker's' responsibilities begin. In most situations, responsibilities merge and blend. When it is appropriate for you to perform a service, do so.

**Commitment:**

***We take pride in our dedication to our customers and community.***

- Understand and support our commitment to community involvement through education, health promotion and outreach programs.
- Understand and support our commitment to employees by improving the work environment and improving performance through career development, teaching, coaching, and mentoring.
- Be committed to working together to solve problems by understanding that all employees, physicians, and volunteers are interrelated and interdependent.
- Reward and recognize behaviors that support our mission and values.
- Develop and support leadership at all levels of the organization through classes, coaching, and mentoring.

**Teamwork:**

***Help create a culture that taps the full potential of employees and builds an environment that allows each of us to feel appreciated, included, and valued.***

- Use positive and solution-focused communication with patients, patient care team, or other work-team members.
- Use a complaint as an opportunity to improve.
- Celebrate success.
- Consider the impact of one's communications and actions on others.
- Treat every co-worker as a professional. Recognize that we each have an area of expertise.
- Anticipate and respond to the needs of others.
- Welcome newcomers to the team. Be supportive by offering help and setting an example of the cooperation expected in the work place.
- Help each other be successful.
- Avoid last-minute requests, and offer to help fellow employees, whenever possible.
- Demonstrate an openness to accept new assignments in a positive manner.
- Work together to achieve mutually agreed upon goals.
- Participate openly and honestly with others.
- Maintain and build positive working relationships with co-workers and customers. Recognize that conflicts may exist among co-workers, but professional courtesy is expected. Set aside differences when working together.
- Work as a member of the BAH team by performing your duties in a way that makes it easier for others to perform their duties.