

Standards of Behavior for All Employees

MY COMMITMENT TO OUR VISION: Exceptional medicine. Extraordinary care. Every person.



Safety

- Adhere to proper hand-washing techniques.
- Keep work areas and surrounding environment clean and safe. Do not block exits or fire doors.
- Keep patient information confidential. Information about patients and their care must never be discussed in public areas such as elevators, lobbies, the cafeteria, or waiting rooms.
- Report security risks and accidents immediately.
- Pick up litter and dispose of it properly.
- Always use the Five Rights of Medication Administration: Right Drug, Right Dose, Right Route, Right Patient, Right Time.
- Take time to check your patient's identification every time using the two identifiers. Label all specimens at bedside.
- Use proper body mechanics when pushing, pulling, lifting, or carrying. Get help when necessary.
- Identification badges must be worn properly and at all times.
- If in doubt, ASK!



Respect

- Personal appearance, including hygiene, will always be professional, tasteful, tidy and discreet.
- Use AIDET fundamentals: Acknowledge, Introduce, Duration, Explanation, Thank You.
- Treat others as you want to be treated. Use "please" and "thank you." For example, always thank our customers for choosing Southwest.
- Use positive body language.
- Offer to escort customers to their destinations.
- Use easily understood and appropriate language when providing information. Avoid technical jargon.
- Keep patients and families informed of procedural timelines. Apologize for delays.
- Use elevator etiquette: Don't rush in, don't rush out, give people space.
- Do not discuss any private matters in public areas.
- Treat every person with polite conversation regardless of ethnic background, spiritual belief, and other lifestyle choices.



Integrity

- Do not be afraid to say, "I'm sorry." Apologize and take responsibility for problems and inconveniences.
- Promote Southwest in and outside of the workplace. Conduct yourself as a healthcare professional at all times.
- Speak positively about coworkers and other departments.
- Treat others as you want to be treated.
- Support the decisions made by Southwest's Board of Directors, Executive Team and Leadership.
- Address problems or concerns with coworkers privately and in a professional manner.
- Maintain a positive attitude and project self-confidence. People are watching your reactions.
- Be sure you know and understand the responsibilities of your job.
- Adhere to organizational and departmental policies regarding tardiness, breaks, and time clocks.
- Answer call lights in a way that demonstrates the care, courtesy and respect our customers deserve.





Compassion

- We are the hosts of the hospital. Look the part and greet others as you would welcome a good friend into your home.
- Listen carefully to customers and coworkers. Avoid interrupting.
- Meet your customer's immediate need or gladly take him or her to someone who can.
- Listen in a way that shows you care about your customers' and coworkers' words, intent and feelings.
- Validate what you heard your customer say by repeating it in your own words. Take whatever action is necessary.
- Remember that your words and actions create a lasting impression.
- Be diplomatic. Never argue with your customer or coworker.
- Your customers and coworkers deserve the utmost courtesy, respect, and attentive treatment.
- Protect patient privacy by providing appropriate gowns and sheets.



Excellence

- Before leaving a patient, always ask, "Is there anything else I can do for you?"
- Provide excellent customer service to create an excellent patient, visitor, physician, and employee experience.
- Anticipate and exceed your customers' needs.
- Follow through on commitments. Do what you say you will do.
- If you are unable to meet a request, be responsible for finding someone who can. It is never acceptable to say, "It's not my job."
- Be on time.
- Pursue up-to-date knowledge and keep your job skills at the highest level in order to go from good to great.
- Conduct yourself as a professional and follow established policies and procedures.
- Leave personal issues at home and come to work with a positive attitude.



Teamwork

- Act as a teacher and role model to others. Be a resource for problem solving.
- Support your team members by offering assistance, being flexible, and respecting each person's contributions.
- Check in with team members and ask if there is something you can do to help them.
- Praise each other in public, coach each other in private.
- Set aside differences when working together and realize that we all have shortcomings.
- Welcome new employees. Be supportive by offering help and setting an example of the cooperation expected at Southwest.
- Begin and end meetings on time, have an organized agenda, and be prepared.
- Maintain a relationship of trust with your coworkers.
- Understand that a team is stronger together than any individual is alone.

