



# STANDARDS OF BEHAVIOR: IT TAKES TEAMWORK

Mary Free Bed  
Rehabilitation Hospital

As Mary Free Bed climbs to excellence, I will provide the Best Patient Experience, Best Employee Experience and the Best Community Experience by following these Standards of Behavior.

## CARE

### **I will:**

- Help patients and visitors find their way by escorting and/or finding someone who is able to assist
- Show concern and empathy in every interaction
- Remain calm and caring at all times

## COMMUNICATION

### **I will:**

- Be intentional to acknowledge others and greet them with a smile at all times
- Interact with patients using AIDET:
  - Acknowledge the patient
  - Introduce myself by name and role
  - Explain duration
  - Explanation of services and results
  - Thank them
- Communicate in a manner that reflects caring, dignity, compassion and promotes a positive work environment
- Communicate at eye level
- Give feedback that builds confidence, recognizes accomplishments and encourages others to overcome challenges
- Collaborate and problem-solve together, assuming the good intentions of others
- Adhere to Mary Free Bed policies on phone and email etiquette

## RESPECT

### **I will:**

- Ask permission to enter before going into a patient's room or a co-worker's workspace
- Ask "is there anything else I can help you with?" after every encounter

- Show support for my co-workers by being punctual and ready to work
- Listen carefully during all interactions: I will not assume I already know
- Have awareness of my surroundings and those that may be affected by my behaviors or actions
- Begin and end on time for meetings and appointments and provide a timed agenda

## PROFESSIONALISM

### **I will:**

- Demonstrate professionalism in appearance and actions
- Wear nametag and keep visible at chest level
- Speak positively of Mary Free Bed and co-workers
- Be accountable/follow through on what I say I am going to do
- Be the best I can be with patients and my co-workers all day, every day
- Actively participate in achieving individual, departmental and organizational goals
- Take initiative to continuously enhance skills and expertise
- Be flexible and embrace change, knowing that change for improvement is vital to our success

## SAFETY AND QUALITY

### **I will:**

- Address safety issues immediately by attending to them myself and/or asking for help
- Actively maintain a clean and safe environment
- Routinely explore best practices and new ways to be more effective, efficient and safe
- Adhere to Mary Free Bed infection control policies, including washing in and washing out
- Support and champion a culture of safety in my work at Mary Free Bed

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Department: \_\_\_\_\_