



MONROE COUNTY HOSPITAL BEHAVIORAL STANDARDS



ATTITUDE – We believe that each of us controls our own attitude and that what is important is not so much what happens to us, but how we choose to react to it. We believe we must recruit, retain and reward people who make a positive difference in people’s lives.

1. We will take pride in being an MCH employee by acting in a professional manner, dressing according to hospital dress code, and not using profanity or profane gestures anywhere on the hospital grounds or when representing MCH.
2. We will make eye contact and acknowledge each person we pass in the hall, even if it is the 10th time today.
3. We will choose a sincerely good attitude by smiling, being friendly and courteous, and saying “please” and “thank you.”
4. We will not allow negative feelings to influence our work day. We will engage in private discussions that are solution-driven. As owners, we will be honest and maintain integrity at all times.

RESPECT – We believe we must always treat each other with dignity and respect. We must never compromise our integrity in order to command respect for our contributions within the community.

5. We will identify ourselves as employees for the benefit of our patients and visitors. We will always wear our name tags above the waist, below the neck, outside the attire and visible at all times.
6. We will always knock before entering an office or patient room. We will be respectful of our co-workers privacy and need for a quiet workplace.
7. When we are with a customer, they will have our full attention. We will introduce ourselves to every patient. We will show respect by calling them Mr. or Mrs. unless we know them well and confirm with them that it is ok to call them by their first name. Other than when providing care dictates otherwise, we will be at eye level when speaking with a patient.
8. We will always display compassion and empathy for every patient and team member, regardless of their social, economic or educational status. We will never criticize or use negative body language toward patients or visitors.
9. When a patient is ambulating or in a wheelchair, we will respect their dignity by keeping their gowns closed. We will add a second gown or bathrobe if needed.
10. We will treat each co-worker with courtesy and respect by always being considerate of one another’s feelings and opinions. We will not embarrass or criticize co-workers in the presence of others.
11. We will respect our environment by keeping all public areas clean and free of clutter. We will return equipment to the proper place promptly. If we see a piece of trash on the ground, we will always stop and pick it up.

TEAMWORK – We believe through teamwork we can produce better results than we would collectively produce as individuals. If we are to truly commit to excellence, we must help each other be accountable to our mission and values.

12. We will not make negative comments about our fellow team member’s workload or work habits to patients or other team members, and we will take every opportunity to speak well of them by managing up.
13. We will never say, “It’s not my job” or “We are short-staffed.”
14. We will discuss with my co-workers behavior that is not consistent with these standards or report to the appropriate manager if the behavior does not improve.
15. We will ask if we can help someone who needs it without being asked; and if we need help, we will not be afraid to ask for it.
16. We will go out of our way to make new team members feel welcome and to support our team members during tough times.
17. We will be an “owner” of not only our jobs and departments, but also the hospital. We will hold ourselves trustworthy and accountable.

CUSTOMER SERVICE – We believe that our reputation is determined by our service and that our work must be done with the intent of delighting our customers by exceeding their expectations. In order to provide great service to patients and physicians, we must first provide great service to our co-workers.

18. We will greet every patient or visitor and if needed, escort them to their destination.
19. We will answer every departmental phone call in three rings or less and with a smile in our voice. When answering the phone, we will identify our department, our name, and ask how we may help the caller. We will ask callers before putting them on hold. We will use discretion with the overhead paging system.
20. We will apologize for and explain any delay in service or care. We will explain how long it is expected to take and keep the customer updated within that timeframe.
21. We will anticipate the customer's needs and questions by explaining what's going to happen to the patient before it happens, how long it will take and what happens after we finish.
22. We will answer any call light that is ringing. We will determine the patient's need and either fulfill the need or report it to the patient's nurse.
23. We will always ask, "Is there anything else I can do for you?" before we leave every customer.
24. We will utilize AAA service recovery standards if we fail to meet a customer's expectations. We will immediately acknowledge it, apologize for it, and personally be sure we make amends for it.

CONTINUOUS IMPROVEMENT – We believe in continuous improvement and recognize that everything we do is a process that can be eliminated, simplified, or standardized. We must continue to grow and learn in order to provide better outcomes than our competition.

25. We will be life-long learners and never stop seeking to expand our skill sets. We will utilize the tools that are provided to grow both personally and professionally.
26. We will have a mentor and be a mentor to challenge ourselves and our teammates to achieve excellence.
27. We will provide support to our fellow team members so they can participate, learn and grow.
28. If we make a mistake, we will admit it, use it for personal growth, and move on.
29. We will measure what's important and recognize the value of teams to improve the results. We will consider it an honor to be asked to serve on a team, committee or task force.
30. We will work to create efficient and effective systems so that we do not spend our time repeatedly fixing problems.

FUN – We believe we can and should have fun at work.

31. We will recognize, reward and celebrate our successes.
32. We will participate and encourage others to engage in Hospital activities that promote fun, involvement, and team building.
33. We will recognize that fun and laughter belong in the workplace; we will laugh out loud and not be afraid to laugh at ourselves.



The MCH Difference

It's a culture where average is unacceptable, where staff look forward to coming to work because they have a purpose, do worthwhile work and know others care about them; where patients are not simply satisfied, but are delighted with their care and brag about it to their neighbors. You are the difference!

