

# Professional Standards

**Objective:** Safe and quality patient care is dependent on teamwork, communication and a collaborative work environment. To assure quality and promote a culture of safety, Fort Belvoir Community Hospital embraces a code of conduct and requires that all employees and staff conduct themselves in a manner consistent with the hospital's mission, vision, and values.

## Expected Behaviors:

- Take pride in your work, feel responsible for outcomes, and recognize that your work is a reflection of you.
- Commit to listening attentively and responding appropriately.
- Maintain eye contact when communicating to customers.
- Communicate with both internal and external customers respectfully.
- Cooperation and availability are expected of physicians and staff on call. When individuals are paged, they will respond promptly and appropriately.
- Maintain a commitment to both facility and personal standards which make a great first impression on our customers.
- Provide the best possible presentation of the organization with every customer encounter. Understand that a variety of experience levels exist, and that tolerance for those who are learning is expected.
- Make amends to our customers when the organization fails to meet their service expectations.
- Incorporate the principles of Patient and Family Centered Care into all care delivery.
- Comply with National Patient Safety Goals and The Joint Commission Standards.

## Unacceptable Behaviors:

- Intimidation
- Condescending language
- Impatience
- Angry outbursts
- Reluctance or refusal to answer questions
- Threatening body language
- Physical contact
- Name calling
- Harsh criticism
- Threats to job security
- Bullying or mobbing

## Inappropriate Non-Verbal Communication:

- Disparaging looks and noises
- Offensive gestures
- Ignoring
- Physically standing over another with the intention of intimidating
- Thrusting or throwing articles towards an individual

## Manipulation of the Working Environment:

- Withholding needed information
- Setting unreasonable deadlines
- Excluding from critical meetings
- Changing work schedules unfairly
- Failing to give due credit
- Retarding opportunities for advancement, promotion or higher pay

**Employees are held to high standards of conduct. Unprofessional conduct may be grounds for disciplinary actions such as oral admonishments, written warnings, reprimands, suspension from duty and pay status, involuntary reduction in grade and pay, or removal. By my signature below, I acknowledge receipt and understanding of the Fort Belvoir Community Hospital Professional Standards, and indicate my intent to comply with these standards.**

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

Employee Signature: \_\_\_\_\_

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