

# ICARE Behaviors

## MANDATORY EXPECTATIONS



### **INTEGRITY:** I will be positive, honest and committed to the BJH mission.

- I will consistently follow the policies and procedures of my unit and the hospital.
- I will strive to keep balance between my work and private life. I will plan in advance to meet deadlines and take breaks in an appropriate way.
- When I identify problems and issues, I will bring these forward in a clear and honest way. When able, I will suggest solutions.
- I will follow practice guidelines and protocols and make sure all areas are safe for patients, visitors and colleagues.
- I will discuss confidential matters in private places and only with the correct persons. I will keep written and electronic information out of the view of others and discard written information in the correct manner. I will follow systems access and privacy & confidentiality policies.

### **COMPASSION:** I will provide exceptional service to patients, visitors and colleagues by listening and responding with empathy.

- I will set priorities to meet the needs of internal and external customers and do this in spite of time limits and pressures.
- I will smile, make eye contact, greet others, and speak in ways that are easy to understand. I will actively listen and show concern and interest.
- I will ensure proper body language and tone of voice when communicating with others. I will avoid loud talk and making excessive noises.
- I will put internal and external customers at ease to reduce anxiety and promote a calm, professional environment. I will take immediate steps to resolve issues and communicate results in a timely manner. I will use the approved service interaction model and service recovery protocol effectively.
- I will consistently acknowledge the facts and feelings of others to show empathy. I will identify and act on opportunities to provide empathic statements.

### **ACCOUNTABILITY:** I will have a strong sense of commitment and ownership.

- I will recognize that all problems and concerns have merit and take ownership of these until resolved. I will be accountable for my actions and accept constructive feedback.
- I will work to achieve personal and team goals even when it might be difficult. I will ask for help when and where it is needed.
- I will work with the team and other workgroups in positive ways. I will always support the efforts of others.
- I will remain easy to reach to provide assistance and support. I will help others when they look lost or look like they need assistance.
- I will use the correct key words and key actions with all patients, visitors and colleagues, at all times. I will make sure interpreters are always used with patients who are deaf or speak limited English.
- I will clean up litter, trash and spills right away or inform the proper resource to ensure all areas of the hospital are clean and safe. I will place equipment and supplies in the correct storage areas.

### **RESPECT:** I will treat all patients, visitors and colleagues with dignity and value their diverse cultures and backgrounds.

- I will value and respect the background, experience, culture, religion, sexual orientation and ethnicity of others. I will view all colleagues as equally important, regardless of position or background.
- I will knock before going into a room or office, identify myself and ask permission to enter using the correct “key words” technique.
- I will communicate in a collaborative way with others and support teamwork between departments. I will avoid criticizing BJH, BJC or WUSM in inappropriate venues and actively seek opportunities to provide constructive feedback.
- I will speak in a clear way and actively listen while learning and sharing information. I will maintain a positive outlook and use plain language when communicating with patients and visitors.
- I will share correct information with people in a timely way. I will create clear, complete written materials and take into account culture, viewpoint and the education of the receiver. I will ask for feedback to improve communication.
- I will recognize and encourage positive actions. I will identify people for specific acts of great work when asked during rounding.

### **EXCELLENCE:** I will be committed to a culture of excellence.

- I will actively take part in process improvement plans and readily support change. I will give constructive feedback when new initiatives are introduced.
- I will work with patients, visitors and colleagues to achieve common goals.
- I will be mindful of the cost of resources and work efficiently and effectively to reduce waste.
- I will work to find solutions to problems when they arise.
- I will answer questions posed by others and use the teach-back method to ensure understanding. I will promote an environment that encourages learning.
- I will seek feedback to maintain my skills and complete all my required training and education on time.
- I commit to being involved in a learning environment and will meet all requirements for attending department in-services and meetings.

I acknowledge that I have received a copy of the Barnes-Jewish Hospital ICARE behaviors. I understand I am accountable for knowing and exhibiting these behaviors. Failure to follow the expected behaviors may result in coaching or corrective action up to and may include termination of employment.

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

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

Emp. ID No: \_\_\_\_\_

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