



## STANDARDS OF BEHAVIOR

The following Standards of Behavior are expected of all individuals associated with WVU Medicine to fulfill our mission, achieve our vision, and promote excellence. We're striving to become a better place for employees to work, physicians to practice medicine, and patients to receive care.

## MISSION

To improve the health of West Virginians and all we serve through excellence in patient care, research, and education.

## VISION

To transform lives and eliminate health disparities through a nationally recognized patient-centered system of care.

## COMPASSION | We treat all individuals with empathy and respect.

1. Treat all individuals in a caring, respectful, professional, and empathetic manner
2. Allow patients, families, and visitors primary access to all public facilities, such as elevators, restrooms, hallways, and cafeteria lines
3. Strive to keep patient wait times below 20 minutes, apologize and provide an explanation when wait times exceed 20 minutes, and encourage patients and families to speak up when wait times exceed expectations
4. Minimize noise and disruption throughout WVU Medicine's facilities, promoting a calm, healing environment
5. Welcome new employees and provide all employees with ongoing guidance, support, and mentoring
6. Maintain my physical and mental health and well-being so that I can fulfill my role at WVU Medicine

## COMMUNICATION | We interact effectively with patients, families, and employees.

1. Smile, acknowledge, and make appropriate eye contact with all individuals
2. Listen carefully and be thoughtful and respectful in all forms of communication
3. Use warmth and positive communication skills (i.e., acknowledge, explain, listen, problem solve, and express gratitude) in every patient interaction
4. Strive to answer all phone calls within five rings, put callers on hold only with their permission, thank callers for waiting, and introduce a caller and describe the caller's needs when transferring the caller to a co-worker
5. Recognize, appreciate, and acknowledge the extraordinary efforts of my co-workers
6. Seek positive solutions to the challenges of working in a high-stress environment through respectful communication and active problem-solving
7. Respond to all pagers as soon as possible
8. Respond to all patient communications in a timely manner



## STANDARDS OF BEHAVIOR CONTINUED

### **COMMITMENT** | We take responsibility for our actions, decisions, and performance.

1. Be responsible and accountable for my actions, decisions, and performance and be positive and professional in my demeanor and interactions at all times
2. Comply with WVU Medicine's dress code and wear my WVU Medicine identification badge in a manner so that I am identifiable to patients, families, and colleagues
3. Take personal responsibility to keep all patient and work areas clean, organized, and conducive to high-quality care at all times
4. Go out of my way to address and remedy situations as they arise and follow through on all promises and commitments made to patients, families, and co-workers
5. Speak up and report any practice, condition, or situation that may harm a patient, visitor, or co-worker
6. Refrain from personal text messaging, e-mailing, telephone calls, and social media while at work
7. Respect and protect all patients' right to privacy and confidentiality

### **COMPETENCE** | We increase our expertise in order to provide the highest standard of care.

1. Continually increase my knowledge and expertise in order to maintain qualifications consistent with the highest standards available in my discipline
2. Provide timely, efficient, high-quality, evidence-based, patient-centered care to all patients at all times
3. Take full advantage of the expertise available at WVU Medicine and appropriately use WVU Medicine's resources
4. Function as an effective and respectful team member in the delivery of care to WVU Medicine's patients
5. Communicate with my fellow caregivers at WVU Medicine so that patients and families are presented with unified, coordinated, and consistent care and information
6. Accept and adapt to the continual change inherent in the delivery of healthcare