

INTEGRITY

We will always do the right thing even when no one is watching.

- » I will lead by example.
- » I will be honest and fair in all my interactions.
- » I will represent Altru in a positive light in the community even when I am not at work.
- » I will admit mistakes and take corrective action immediately.
- » I will be a good steward of all resources.

ACKNOWLEDGE

We will create a welcoming, healing environment.

- » I will promptly greet people with a smile, give eye contact and use proper names.
- » I will walk a patient or visitor to where they need to go.
- » I will use AIDET – Acknowledge, Introduce, Duration, Explanation, Thank You.
- » I will be sure all my interactions focus on the patient or visitor.

MEANINGFUL

We will provide an exceptional patient experience.

- » I will treat each person as an individual and remember a health care experience is not routine or comfortable for everyone.
- » I will demonstrate that “I have the time.”
- » I will be mindful of my tone of voice and convey that I am trying to understand.
- » I will keep others informed.
- » I will be compassionate and recognize that everyone is important.

ACCOUNTABLE

We will accept responsibility for our actions and behaviors.

- » I will coach and give feedback to others who are not upholding standards.
- » I will be open to receiving feedback.
- » I will follow through on any work I am expected to complete.
- » I will always help others and do what needs to be done at the moment.
- » I will take pride in my appearance as well as the appearance of the health system.

LISTEN

We will listen and seek to understand.

- » I will listen to show value and respect and make sure my body language is appropriate.
- » I will be intentionally present and focus my attention on the other person by removing distractions.
- » I will be patient while the other person is speaking and wait for my turn to talk.
- » I will put the other person at ease by asking open-ended questions and sitting down when possible.

TEAM

We will work together to deliver world-class care.

- » I will be committed to the success of my team.
- » I will seek consensus with my teammates and openly support decisions.
- » I will display energy and enthusiasm and bring all my talents to the table.
- » I will be flexible when faced with change in my work environment.

RESPECT

We will treat others with respect.

- » I will maintain confidentiality in all my interactions.
- » I will think before I speak and consider the impact of my words and actions.
- » I will be on time and be prepared.
- » I will always be polite and kind.
- » I will respect everyone’s differences.

UNDERSTAND

We will seek to understand and respond genuinely.

- » I will take a step back and put myself in the shoes of others.
- » I will make sure others understand by explaining things in simple terms.
- » I will ask questions to clarify understanding.
- » I will include the person in decision making by offering options.

I will commit to Altru Health System's Behavior Standards.

Signature: _____

Date: _____

Employee Number: _____