

HUNTER HEALTH STANDARDS OF CULTURE

COMMUNICATION

We ensure effective communication to support better understanding.

- Follow the 10/5 rule: smile at anyone 10 feet away, say “hello” at 5 feet away.
- Read organizational communications in a timely manner (newsletters, Service Bulletins, emails, etc.) to stay informed of responsibilities, changes, and events.
- Use Hunter Health’s standard messaging for voicemail, out-of-office email, and answering the phone.
- “Manage up” (speak positively) of others. Avoid rumors or other demeaning comments.
- Accept constructive feedback to improve my performance.
- Maintain Hunter Health’s image with the policies and procedures related to signs, artwork, and other items in the clinic.
- Follow the AIDET model of communication when appropriate.

YOU ARE HUNTER HEALTH

We serve as ambassadors of Hunter Health to represent the professional, warm and compassionate care our clients deserve.

- Positively represent Hunter Health as ambassadors in the workplace and community.
- Support organizational decisions in my communications and actions.
- Show up ready to give my best at the start of each shift.
- Keep my appearance clean and professional in accordance with the Dress Code.
- Take full responsibility for my actions, decisions, and performance.

LOYAL TO QUALITY & SAFETY

We strive to provide a safe workplace and environment for high quality care.

- Follow all Hunter Health safety policies and procedures.
- Take pride in my environment by keeping my workspace and our clinics clean and organized.
- Immediately report possible quality and safety concerns to my supervisor or the problem owner.
- Use Hunter Health’s risk management software to report incidents and events in a timely manner.
- Drive at a safe speed in the parking lot. Only park in designated employee areas.
- Limit use of personal cell phone during business hours.

TRUST

We respect our patient’s privacy and dignity to foster a secure and trusting environment.

- Always respect the dignity and privacy of our patients.
- Follow HIPAA policies, limiting discussion of patient information to what is needed, and not discussing protected information in public areas.
- Adapt to changes that improve our workplace.
- Promptly retrieve printed, copied, or faxed paperwork.
- Knock and announce myself when entering a room.

UNITY

We leverage teamwork and trust to achieve new levels of excellence.

- Show respect for all employees, regardless of their position.
- Embrace a culture of open conversation and feedback to improve service
- Be accessible, visible, and easy to approach.
- Welcome new employees to Hunter Health, serving as a mentor when needed.
- Praise in public and coach in private.
- Assume positive intent in my interactions with coworkers.
- Quickly resolve conflicts with those involved.
- Plan absences in advance; only call out of work when necessary.

RECOVERY

We provide immediate service recovery to prevent service failures from becoming service problems.

- Be proactive in making amends and provide service recovery even in difficult situations.
- Focus on solutions, not problems.
- Quickly and respectfully respond to patient needs, and apologize for not meeting expectations.
- Take ownership of patient requests or concerns, regardless if it's my job.
- Have a positive attitude and use de-escalation techniques when necessary.
- Thank each person for sharing their concerns.

EMBRACING DIVERSITY

We seek, value and respect differences to create a stronger, more successful team.

- Be respectful of diversity among patients, visitors, coworkers, and volunteers by demonstrating sensitivity based on race, color, national origin, language, religion, sex, sexual orientation, gender identify and disability.
- Offer interpreter services as needed, speaking directly to the patient when using those services.
- See differences in people as valuable and beneficial.
- Be open to others' viewpoints and ideas, even if I may disagree.



**HUNTER
HEALTH**