

Standards of Behavior:

A team of co-workers has developed standards of behavior, which are called our CLH (Caring, Living, Healing) Commitments, reflecting the mission and values of the organization. The CLH Commitments also reflects the work environment that Valley Hospice offers you. We believe these CLH Commitments will help us achieve our goals and provide the best patient experience. Our CLH Commitments are described in the following pages. They are to be practiced by each staff member and volunteer and with every patient, family member, visitor, and person with whom they come in contact. Living and working by these standards will give our patients, families and staff members the experience they expect and deserve. These CLH Commitments are a very important part of our success.

Statement of Accountability

At Valley Hospice we take our accountabilities seriously, working together to build an organization that honors its legacy, thrives today, and remains strong for future generations. Our passion for patient care is what makes us exceptional. Each employee at Valley Hospice is accountable to make our patients and families satisfied. Accountability means being responsible for our actions not just our good intentions. We strive for clear performance targets and effective lines of communication. Accountability isn't a burden we place on others, it's a responsibility we all accept and share.

Please see glossary of terms for underlined words.

Commitment to Mission

We agree to uphold and support the Valley Hospice mission and vision.

- I will identify what connects me to the Valley Hospice mission everyday.
- I will make decisions to support our mission.
- I will use connect to purpose language within my discussions to support the mission.
- I will identify internal access barriers and commit to open discussions to reach our penetration goals.

Respect

We believe in respecting each other through acknowledgement, acceptance, and courtesy.

- I will respect each individual and value their role at Valley Hospice.
- I will value every individual's attributes, strengths, and differences.
- I will respect the privacy and confidentiality of others.
- I will address individuals formally unless otherwise instructed.

Excellence

We agree to strive for progress not perfection.

- I will view everyone I come into contact with as my partner.
- I will listen attentively to my partners as they will define excellence.
- I will strive to meet or exceed the expectation of our partners.

Compassion

We agree to treat others as they would like to be treated.

- I will be sincere and considerate.
- I will provide a spiritual and healing environment for our patients and families.

Innovation

We agree to accept change and be open to new ideas.

- I will be open to presenting and accepting new ideas.
- I will consistently look for ways to improve my performance and that of my team.
- I will recognize what is working well and look for ways to improve the quality of my work.
- I will be resourceful.

Integrity

We agree to have the highest level of integrity in everything we do.

- I will be honest in all interactions.
- I will do the right thing even when no one is watching.
- I will consistently manage up Valley Hospice and my co-workers and participate in harvesting wins.
- I will be sensitive to cultural and language differences.

Professionalism

We agree that the respect we have for ourselves on the inside is reflected through the simple manner in which we present ourselves on the outside.

- I will not gossip or talk negatively about others.
- I will not embarrass/ridicule anyone.
- I will assume responsibility for my role at Valley Hospice and accountability for my performance.
- I will use open body language.
- I will adhere to the Valley Hospice dress code.
- I will be a mentor/have a mentor.
- I will maintain a neat and organized work space.
- I will make a conscious decision to have a positive attitude every day.
- I agree that my initial approach to any situation directly impacts the potential outcome.
- I will not permit what I don't want to promote.

Communication

We agree that the way we communicate with others is a reflection of ourselves and Valley Hospice.

- I will express myself clearly and honestly and make sure that there are not unanswered questions about the message I am sending.
- I will validate the thoughts and feelings of others in order to express understanding and empathy.
- I will speak to the patient at eye level.

- I will seek to better understand the communication level of others by asking questions and listening attentively.
- I will create an environment of safety, security and trust for our patients, families and customers.

Personal Growth

We agree to strive for individual and professional growth.

- I will seek opportunities for continual learning and professional and personal growth.
- I will be mindful of my own health, well-being and emotions so I can care for others (i.e. take a walk, take breaks, eat meals, exercise, rest, pray/meditate).
- I will practice forgiveness (forgive and let it go).

Teamwork

We agree that by appreciating, understanding, and respecting what each member contributes, we can provide the best care possible and our attitudes will reflect in our actions.

- I will acknowledge that conflict is an opportunity for growth and I will resolve conflicts in a caring way.
- I will participate in a team environment where honest constructive feedback is seen as valuable and not as criticism.
- I will be flexible and be able to adapt to changing situations without complaining.
- I will take a negative situation and focus on a positive outcome.
- I will focus on the solution instead of complaining or blaming.
- I will use a complaint as an opportunity to improve.

Studer/Valley Hospice Glossary of Terms

Harvest Wins

The action of taking positive information learned and sharing it with others. This action will not only help people feel they have purpose, do worthwhile work, and make a difference, but also allow others to learn from others' success. Behavior that is rewarded and recognized will be repeated.

Manage Up

A form of communication at all levels that aligns your own skills, your co-workers', other departments' and physicians' to the goals of your organization. Example: Letting your supervisor know to attend a celebration regarding achievement of results or to pass on positive information regarding an area so that they can be recognized. This makes you and your organization better and aligns everyone to working on the right goals.

Connect to Purpose

Relating a practice or idea to the core values or mission of the organization.

Internal Access Barriers

Barriers that are created by our internal staff or processes, that prevent or delay patients from receiving hospice care. (ie. "they are not appropriate", scheduling, "this is a very complicated family situation", equipment delays, "the patient (or family) just isn't on board")

Penetration goals

Penetration goals - The percentage of total deaths in our service area that received hospice care.

Partner

One who participates in a relationship in which each member has equal status.

*My Personal Commitment to the
Standards of Behavior
of
Valley Hospice*

I have received and read The Standards of Behavior/CLH Commitments for Valley Hospice. I understand that I am expected to embrace and uphold these standards and pledge to do so in the conduct of my responsibilities and in my daily interactions with our customers:

patients, co-workers, peers, vendors, physicians, volunteers, families and visitors.
Your signed personal commitment will become a part of your employment record at Valley Hospice.

Sign your name _____

Print your name _____

Date _____