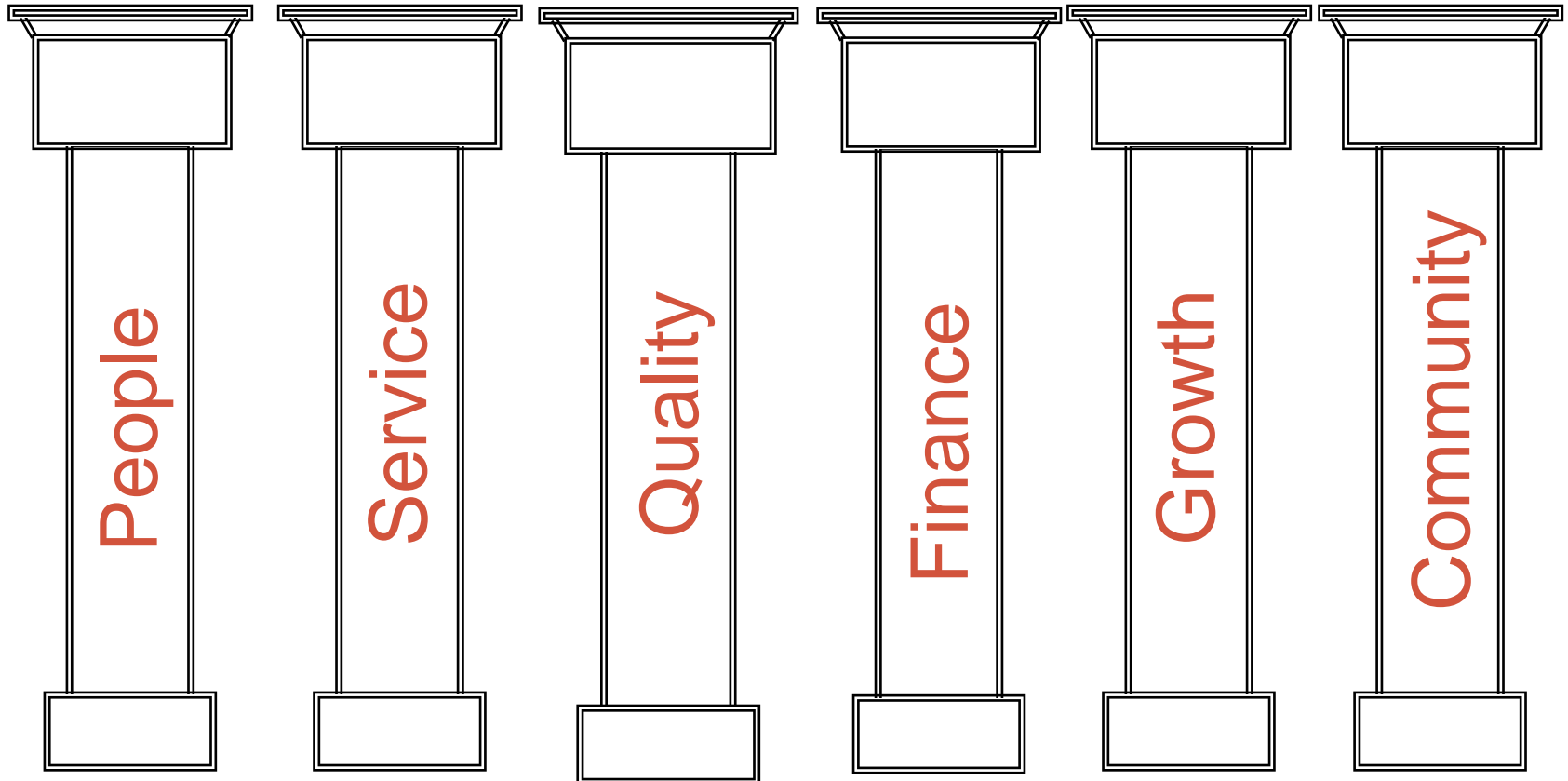




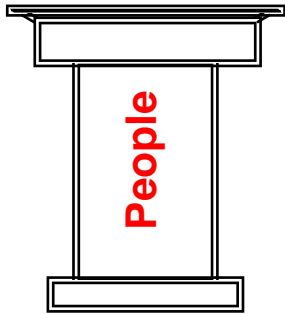
# **Mission, Vision, Goals Standards of Behavior**

## **Rapid Regulatory 2020**

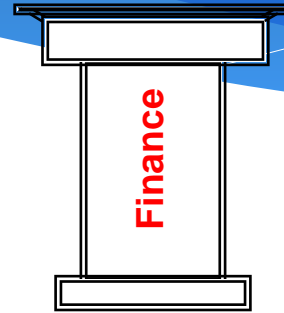
It is the mission of Salinas Valley Memorial Hospital under the Salinas Valley Memorial Healthcare System to provide quality healthcare to our patients and to improve the health and well-being of our community.



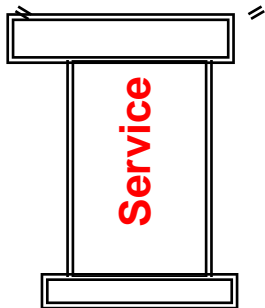
# HOSPITAL GOALS



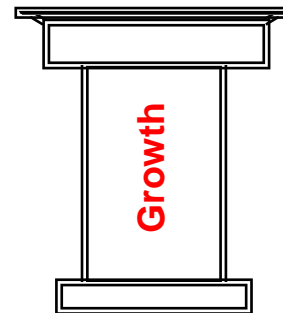
Demonstrates SVMHS's commitment to provide a supportive, encouraging environment and being the best employer in the region.



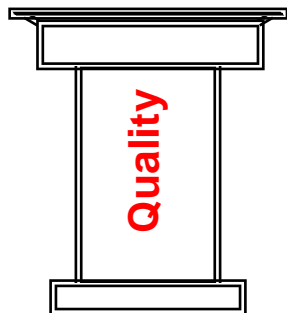
Demonstrates SVMHS's fiscal responsibility and accountability



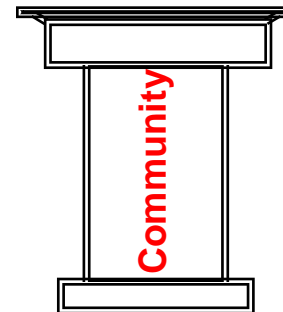
Demonstrates SVMHS's commitment to provide excellent experience and service to its customers.



Demonstrates SVMHS's commitment to continued development and organizational enhancement to be the best health care system in the region.



Demonstrates how SVMHS's performs in improving and/or exceeding the quality of care and service provided.



Demonstrates SVMHS's commitment to continuously meet the needs of our community

# SVMH Values

## “ALWAYS BEHAVIORS”

### Support:

- We support each other to put our patients and families first.

### Teamwork:

- Together we pursue excellence and exceptional performance with passion.

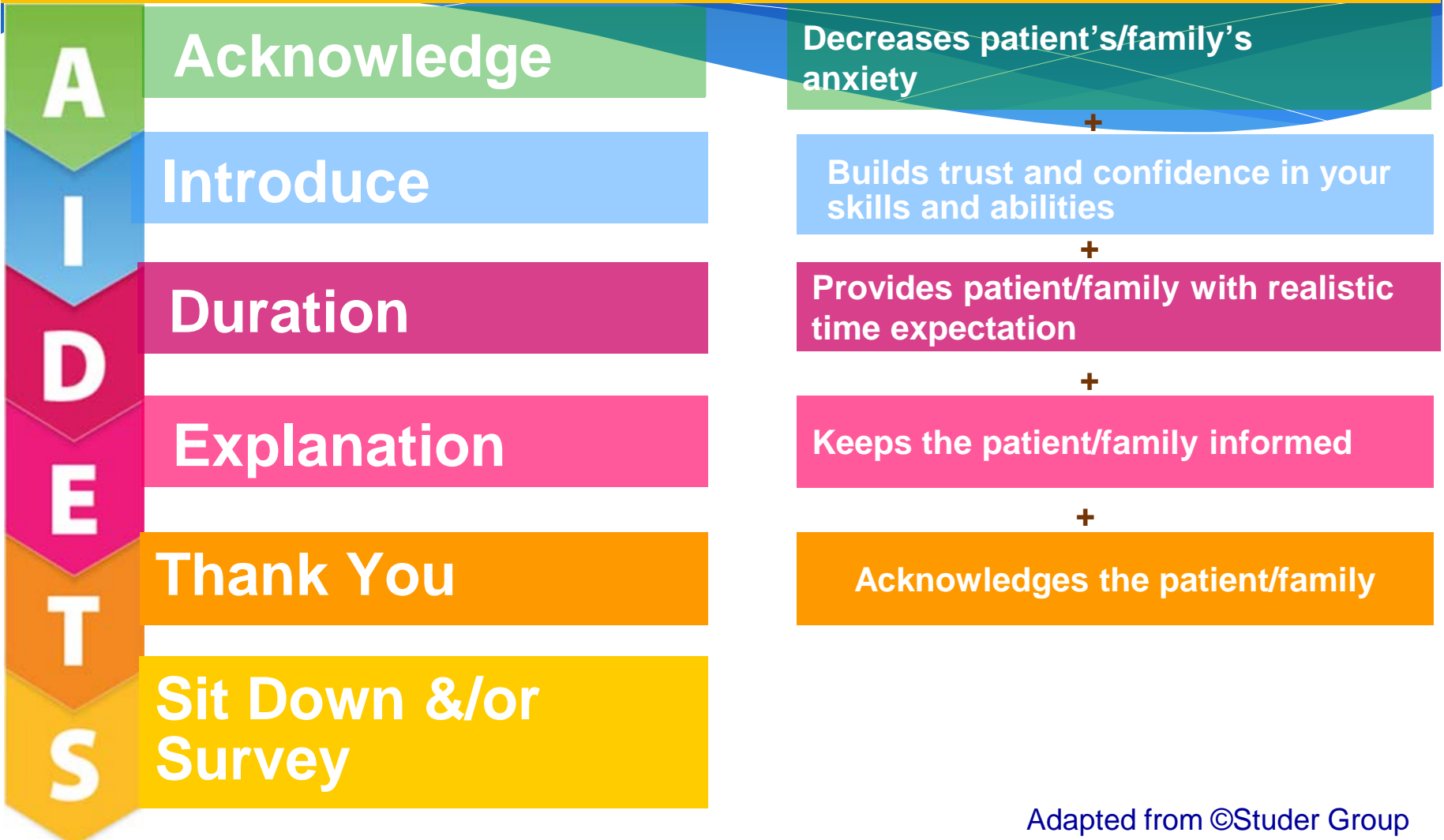
### Accountability:

- We take personal responsibility for our professional conduct in delivering results.

### Respect:

- We respect our patients, each other, the community and the environment by demonstrating integrity, honesty, fiscal responsibility in everything we do.

# AIDETS: Six Essential Communication Behaviors



# AIDETS

## What SVMHS needs from you:

- Responsibility and accountability to learn and use the AIDETS technique for communication
- Use AIDETS **with every patient, every family member, every visitor, every team member, every time**
- Support your team to improve their consistent use of AIDETS
- Support your team to improve the patient experience

# Standards of Professional Behavior

- Disruptive behavior can directly impact the culture of safety. Intimidating and disruptive behaviors can foster medical errors, contribute to poor patient satisfaction, lead to preventable harm, and increase the cost of care.
- When staff is intimidated about communicating with other team members, quality care is endangered. Verbal abuse and disrespectful behavior significantly affect the workplace by decreasing morale and increasing job dissatisfaction due to the work climate.
- Disruptive behaviors are unacceptable and must be addressed for the sake of our patients and staff.

# Standards of Professional Behavior

Any individual who witnesses or is the recipient of disruptive or inappropriate behavior by another clinician should report this to their immediate supervisor or designated chain of command immediately.

It is the responsibility of our leadership to assure that anyone who reports such behaviors is protected from retaliatory action. The individual reporting such conduct does not need to be directly involved with the conduct but may be an observer of such conduct.

A WeCare report is to be completed by clicking on the link from StarNet

[HR # 994 -STANDARDS OF PROFESSIONAL BEHAVIOR](#)

[#1182 Golden Rules of Customer Service.](#)



# HARASSMENT IS NOT TOLERATED

- Purpose or intent to intimidate, creates a hostile or offensive environment.
- Verbal/Physical conduct showing hostility/aversion to race, religion, color, national origin, ancestry, age, physical/mental disability or sex / gender / identity is not tolerated.



# Conflict Management



When conflict arises between individuals or groups, it is important to manage that conflict in a way that does not adversely affect patient care.

Good conflict management techniques include:

- Trying to address the conflict early before it becomes a major issue
- Understanding the needs and issues of the parties involved
- Addressing the substance of the conflict while respecting the individual(s) involved.

If you are involved in a conflict, first try to work it out with the individual(s) involved (Peer Feedback).

If this is not successful then use the “chain of command” by involving your immediate supervisor.

If this is not successful, contact Human Resources at ext. 2279 (internally) or 831-755-0759 (externally) for assistance.



**CONGRATULATIONS!**

**YOU HAVE COMPLETED THIS  
E-LEARNING OF:**

**MISSION, VISION GOALS  
STANDARDS OF BEHAVIOR**