



GSHCS PLEDGE and CODE OF CONDUCT

At GSHCS we provide excellence in healthcare. We pledge to treat others as we wish to be treated. We continuously evaluate and improve our performance.

I make those I serve my highest priority.

- Promote the health and well being of all patients who seek care at GSHCS.
- Respect colleagues and those we serve who differ by gender, race, religion, culture, national origin, mental and physical abilities and treat them with dignity, respect and compassion.
- Recognize that every member of the GSHCS team makes important contributions.
- Ensure that all team members understand overall team goals and their roles.
- Answer questions posed by patients or staff to ensure understanding and facilitate learning.

I respect privacy and confidentiality.

- Only engage in conversations regarding patients according to GSHCS policies and regulatory requirements.
- Discuss confidential matters in a private area.
- Keep written/electronic information out of the view of others.
- Knock prior to entering a patient's room, identify myself, and ask permission to enter.
- Utilize doors/curtains/blankets as appropriate to ensure privacy and explain to the patient why I am doing this. Ask permission prior to removing garments or blankets.

I communicate effectively.

- Introduce myself to patients/families/ visitors, colleagues.
- Wear my ID badge where it can be easily seen.
- Smile, make eye contact, greet others, and speak in ways that are easily understood and show concern and interest; actively listen.
- Recognize that body language and tone of voice are important parts of communication.
- Listen and respond to dissatisfied patients, families, visitors and/or colleagues.
- Remain calm when confronted with or responding to pressure situations.

I conduct myself professionally.

- Recognize the increasing diversity of our community and broaden my knowledge of the cultures of the individuals we serve.
- Adhere to department and medical center policies such as smoking, attendance and dress code.
- Refrain from loud talk and excessive noise – a quiet environment is important to heal, learn and work.

- Discuss internal issues only with those who need to know and refrain from criticizing GSHCS in the workplace and in the community.
- Continue to learn and seek new knowledge to enhance my skills and ability to serve.
- Strive to maintain personal well-being and balance of work and personal life.

I have a sense of ownership.

- Take any concern (real, perceived, big or small) seriously and seek resolution or understanding – ask for help if the concern is beyond ability or scope of understanding.
- Approach those who appear to need help or be lost and assist/direct them appropriately.
- Clean up litter, debris and spills promptly or notify the best resource to keep the medical center environment clean and safe.
- Remain conscious of the enormous cost of health care and optimize resources while delivering exemplary service.

I am committed to my colleagues.

- Treat colleagues with dignity, respect and compassion; value and respect differences in background, experience, culture, religion and ethnicity.
- Contribute to my work group in positive ways and continuously support the efforts of others.
- View all colleagues as equally important members of the GSHCS team, regardless of job, role or title.
- Promote interdepartmental cooperation.
- Recognize and encourage positive behaviors.
- Provide private constructive feedback for inappropriate behaviors.

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: members, patients, co-workers, peers, vendors, payors, physicians, volunteers, families and visitors.

Print your Name_____

Sign your Name_____

Date_____

Work Area/Department_____

Your signed Personal Commitment will become a part of your permanent record.