

Southern Illinois Healthcare Standards of Performance

Southern Illinois Healthcare (SIH) is a values driven organization, striving to create and maintain a culture that emphasizes the values of respect, integrity, compassion, collaboration, stewardship, accountability, and quality. We recognize that peak-performing organizations see that the *right* people, exhibiting the *right* attitude and behaviors, are in the *right* roles. Our work environment is one that inspires all employees to speak positively about SIH and their co-workers, regardless of position, at all times. This culture promotes success through teamwork and individual accountability, and encourages employees to recommend SIH as an employer to others that share these values.

The guidelines below have been developed to provide a clear understanding of the types of *behaviors* expected from SIH employees, and grows out of our deep commitment to the SIH values shared by all within the organization.

Respect: *Recognizing and valuing the dignity and uniqueness of each person*

- Treat everyone as you would like to be treated.
- Respect the privacy of others.
- Make eye contact and greet everyone with a smile.
- Recognize and value our patients' and customers' time.
- Provide encouragement and support to others.

Integrity: *Adhering to strong moral and ethical principles in all we do.*

- Lead by example.
- Maintain confidentiality at all times and use discretion when making comments in public regarding work issues.
- Keep your word, honor your commitments and maintain honesty in all interactions.
- Make decisions based on ethical principles.
- Support the interests of the organization in all actions and decisions.

Compassion: *Responding to the feelings and needs of each person with kindness, concern, and empathy.*

- Acknowledge and address any inconvenience.
- Listen carefully to others.
- Be polite, considerate, and thoughtful in all interactions.
- Exercise tolerance and patience while treating everyone as if he/she is the most important person in our facility.

Collaboration: *Communicating and working with others for the benefit of all.*

- Encourage, recognize and help one another.
- Willingly assume additional assignments and tasks and offer assistance without complaint.
- Participate, communicate, and be an active team member.
- Show new employees they are valued.
- Coordinate with other parties to promote individual and organizational goals.

Stewardship: *Responsibly using, preserving, and enhancing our human and material resources as a not-for-profit community controlled organization.*

- Be on time for work and work related functions.
- Use SIH material resources as intended.
- Spend work time engaged in productive work related activities.
- Strive to do the job right the first time.

Accountability: *Holding ourselves and those around us responsible for living the Values and achieving the Vision of Southern Illinois Healthcare.*

- Maintain a positive and professional attitude.
- Follow through on assigned tasks, jobs, and commitments in a timely manner.
- Follow organizational and departmental policies, and established Code of Ethics.
- Contribute to achieving SIH strategic plan, goals, and objectives.
- Offer a solution with any complaint and seek resolutions to unanswered questions.

Quality: *Striving for excellence in all we do.*

- Do your part to ensure a safe, clean, pleasant, and accident free workplace.
- Pay attention to details.
- If you are unable to meet a request, be responsible for finding someone who can.
- Exceed the expectations of our patients', customers', and co-workers'.

By incorporating these standards as a measure of overall work performance, SIH makes it clear that all employees are expected to abide by, and practice, the standards of performance outlined, as a condition of employment.