Standards of Behavior

Mission
WVU Healthcare’s mission is to improve the health of West Virginians and all we serve through excellence in patient care, research, and education.

Vision
WVU Healthcare will transform lives and eliminate health disparities through a nationally-recognized patient-centered system of care.

The following standards of behavior are expected of all of the individuals associated with WVU Healthcare in order to fulfill this mission, achieve this vision, and promote excellence. We’re striving to become a better place for employees to work, physicians to practice medicine, and patients to receive care.
I Pledge to:

**Competence**

1. Continually increase my knowledge and expertise in order to maintain qualifications consistent with the highest standards available in my discipline.

2. Provide timely, efficient, high-quality, evidence-based, patient-centered care to all patients at all times.

3. Take full advantage of the expertise available at WVU Healthcare in patient care and use WVU Healthcare's resources in an appropriate manner.

4. Function as an effective and respectful team member in the delivery of care to WVU Healthcare's patients.

5. Communicate with my fellow caregivers at WVU Healthcare so that patients and families are presented with unified, coordinated, and consistent care and information.

6. Accept and adapt to the continual change inherent in the delivery of health care.

7. Maintain my physical and mental health and well-being so that I am able to fulfill my role at WVU Healthcare.

**Commitment**

1. Be responsible and accountable for my actions, decisions, and performance and be positive and professional in my demeanor and interactions at all times.

2. Comply with WVU Healthcare's dress code and wear my WVU Healthcare identification badge in a manner so that I am identifiable to patients, families, and colleagues.

3. Take personal responsibility to keep all patient and work areas clean, organized, and conducive to high-quality care at all times.

4. Go out of my way to address and remedy situations as they arise and to follow through on all promises and commitments made to patients, families, and co-workers.

5. Speak up and report any practice, condition, or situation that may cause harm to a patient, visitor, or co-worker.

6. Refrain from personal text messaging, e-mailing, telephone calls, and social media while at work.

7. Respect and protect all patients' right to privacy and confidentiality.

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**Journey to Excellence**

WVU Healthcare
I Pledge to:

**Compassion**
1. Treat all individuals in a caring, respectful, professional, and empathetic manner
2. Allow patients, families, and visitors primary access to all public facilities such as elevators, rest rooms, hallways, and cafeteria lines
3. Strive to keep patient wait times below 20 minutes, apologize and provide an explanation when wait times exceed 20 minutes, and encourage patients and families to speak up when wait times exceed expectations
4. Minimize noise and disruption throughout WVU Healthcare’s facilities promoting a calm, healing environment
5. Welcome new employees and provide all employees with ongoing guidance, support, and mentoring

**Communication**
1. Listen carefully and to be thoughtful and respectful in all forms of communication
2. Smile, acknowledge, and make appropriate eye contact with all individuals
3. Use AIDET (Acknowledge, Introduce, Duration, Explanation, and Thank You) in every interaction with patients
4. Strive to answer all telephone calls within five rings, put callers on hold only with their permission, thank callers for waiting, and introduce a caller and describe the caller’s needs when transferring the caller to a co-worker
5. Recognize, appreciate, and acknowledge extraordinary efforts by my co-workers
6. Seek positive solutions to the challenges of working in a high stress environment through respectful communication and active problem solving
7. Respond to all pagers as soon as possible
8. Respond to all patient communications in a timely manner