

Behavior Standards

These **PROMISE** standards were created by employees, for our employees.

They directly relate to our core values: compassion, trust, collaboration, innovation, responsibility, diversity, integrity and quality.

As you engage your role as a University of Utah Hospitals & Clinics employee, please remember the **PROMISE** standards and use them as your guide to appropriate behavior every day.



I understand that my job is essential to our mission to provide compassionate care without compromise.

I seek first to understand my patient, then to be understood by them.

I am generous with my expertise, willingly sharing knowledge with patients, their families and friends.

I am empathetic to the fears and concerns of my patient, and respond with empathy, expertise and expediency.

I involve my patient as an active participant in their care, honoring their expertise and knowledge of their personal health.

I conduct myself with the highest ethical and moral standards.

I communicate respectfully: listening, seeking clarification, confirming understanding and providing feedback, and avoiding gossip and destructive communication.

I value individual differences including culture, race, national origin, age, gender, religion, political affiliation, veteran status, disability status, sexual orientation and gender identity.

I earn respect through keeping promises and fulfilling expectations.

I use courtesy to convey my respect for others: addressing others professionally, allowing others to step on the elevator, escorting visitors to their destination.

I understand the importance of timely response to my customers, explaining any delays and completing tasks with expediency.

I accept constructive feedback from others and use it to improve my performance.

I keep my physical environment clean and organized, for the safety and comfort of our patients.

I take the initiative to maintain and expand my skills through continued education.

I share with my work area all information I am responsible for to ensure the success of my job, department and our organization.

I am responsible for solving problems presented to me or handing them off to the person who can.

I use words in my interactions to show that I take pride in my work and want to be as helpful as possible.

I promote the excellent care and services in our organization.

I compliment and recognize others for their contribution to my success and the success of the organization.

I do my job with our patients, my department and the organization's success in mind.

I always look for a better way.

I generously mentor others to improve their performance.

I am flexible and adapt to provide each customer with an exceptional experience.

I look for opportunities to delight my customers through my work.

Respectfully, I ask why changes are important and what the benefits will be.

I express my ideas with courage, and am open and receptive of the ideas and feelings of others.

I approach change with an open mind and the opportunity to find new solutions.

I share my expertise willingly.

I identify possible solutions to problems and concerns.

I expect that there will be problems and prepare myself to provide solutions.

I value individual's privacy, sharing only the information necessary to do my job.

I know my role for all codes and drills and will respond appropriately.

I speak up to report patient safety and environmental concerns with a focus on process improvement not individual blame.

I know and understand all safety practices, and will maintain compliance with annual safety and required training requirements.

I always provide high-quality care and service, and I will communicate with my team or supervisor if I am unable to do so.

I am actively engaged in our accreditation requirements and participate on my unit.

I keep the patient at the center of all improvements to our organization.

I seek to understand conflicting opinions and perspectives.

I bring my concerns to those who can resolve them.

I implement a newly-made decision to the best of my ability.

I seek input from others to test and improve my ideas.

I am responsible to bring a positive and helpful attitude to my daily work.

I dress to create an impression of professionalism and instill confidence in my ability, following the organization's dress code.