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.

**Behavior Standards**

- **P** - **PATIENT CENTERED**
  - 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 empathetic with my expertise, willingly sharing my knowledge with patients, their families and friends.
  - I am generous with my expertise, expediency.
  - I involve my patient as an active participant in their care, honoring their expertise and knowledge of their personal health.

- **R** - **RESPECT**
  - I accept constructive feedback from others and use it to improve my performance.
  - 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.

- **O** - **OWNERSHIP**
  - 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.

- **M** - **MAKING A DIFFERENCE**
  - 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** - **INNOVATION**
  - 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.

- **S** - **SAFETY**
  - 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.

- **E** - **EXCELLENCE**
  - 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.

- **D** - **DIFFERENCE**
  - 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.

**Effective FY 2014**