

## Good Samaritan Hospital Employee Behavior Contract

All Good Samaritan Health Systems' employees are expected at all times to conduct themselves in a positive manner that upholds the spirit of our Core Values and reflects a Christian workplace. This means we are committed to creating a Work Community of Choice and living and adhering to the behaviors that demonstrate our values.

**REVERENCE:** This core value reflects a profound spirit of awe and respect for all creation that shapes our relationship to self, to one another, and to God. This value calls us to hold in trust all that has been given to us. We need to respect and welcome diversity, work with a collaborative spirit, recognize the spiritual nature of our work, and take care of the resources entrusted to us.

### Behaviors:

- Treat everyone with kindness, courtesy and respect -- just as you would want to be treated.
- Honor others by not exhibiting any forms of intimidation (eye-rolling, walking away from others while they are speaking, sarcasm, etc.)
- Take pride in the organization as if you own it and be an ambassador for the hospital. Speak positively of Good Samaritan Hospital in the workplace and community.
- Acknowledge your customer's presence. Greet everyone with a smile and direct eye contact, introduce yourself, and be sure your badge is visible.
- Dress appropriately, as defined by the dress code. Be clean and professional in your appearance.
- Welcome new employees and students. Be supportive and help create a positive work environment for newcomers.
- Recognize and thank other employees for their efforts and good work. Speak well of each other.
- Communicate appropriately for age, gender, and culture.
- Do not criticize or embarrass other employees.

**INTEGRITY:** This core value conveys a sense of moral wholeness, soundness, uprightness, honesty, and sincerity as a basis of trustworthiness. This value calls us to communicate honestly, to behave ethically, to strive to do the right thing, and to humbly serve others.

### Behaviors:

- Honor your work commitment.
  - Come to work on time.
  - Take only your designated amount of time for lunch and breaks.
  - Limit personal use of phones and computers to breaks and lunch times.
- Avoid using acronyms and jargon. Speak clearly, concisely, and simply to convey your message.
- Be an active listener and do not interrupt.
- Share appropriate information with others when needed to do their jobs. Handing off information at end of shift will help to reduce mistakes and ensure patient safety.
- Be comfortable asking for and providing help. Be specific about what you need.
- Accept responsibilities and take ownership of your role. Refer questions outside the scope of your authority to the appropriate person or department.
- Adhere to policies and procedures, taking responsibility and initiative to find answers.
- Report all accidents or incidents promptly. Correct or report any safety hazards you see.
- If you have a concern with another employee, only discuss it with him/her privately. If not resolved, then contact your direct supervisor.
- Do not gossip or participate in inappropriate conversations. Use appropriate language for a professional environment.

**COMPASSION:** This value is about being able to feel with others and being one with them in their sorrow and joy. It is rooted in our sense of solidarity as members of the human community. This value calls us to provide caring treatment to others that respects their dignity and need, to commit to the common good, to be sensitive to the needs of others, and to show special concern for persons who are poor, vulnerable, dependent and underserved. Be available and make time, listen empathetically, and be sensitive to other's needs and issues.

**Behaviors:**

- Respect each individual's privacy. Keep patient and business information confidential. Discuss matters only with those who need to know and only in an appropriate place.
- Practice purposeful rounding with patients, families, coworkers, and visitors.
- Knock before entering a patient's room or employee's office. Close curtains or doors during exams or procedures and when confidential information is being discussed. Be sure patients are covered and not exposed.
- Pick up and dispose of litter properly in work area and throughout hospital grounds.
- Communicate and update patients and families regarding anticipated wait times and procedure times. Communicate delays to coworkers. Apologize for any delays or inconveniences and do not place blame or make excuses. Initiate service recovery when necessary.
- Treat patients as if they are a member of your family.
- Keep voices and noise levels low. Remember that our patients may be trying to sleep and employees may need to concentrate.
- Promote safety and communicate through the use of TeamStepps tools and purposeful rounding.

**EXCELLENCE:** This value drives us towards outstanding achievement, merit, and virtue. It is about continually setting higher standards to improve quality. This value calls us to be strategic in our work, to be accountable in all we do, to strive to continually improve, to be active learners, and to support innovative ideas and practices.

**Behaviors:**

- Observe universal precautions. Practice good infection control, including proper hand-washing.
- Know and practice *Service Recovery* when customers are dissatisfied with the service they have received.
- Do not just criticize; take the initiative to make things better. Embrace change and offer suggestions for resolution to problems and issues.
- Express appreciation to others by saying "thank you".
- Escort patients and visitors to their destination when needed.
- Ask customers, "Is there anything more I can do for you? I have the time."
- Know how to operate all the equipment you are responsible for using. Seek help when necessary
- Answer phone calls in a timely manner; identify your department and yourself before asking, "How may I help you?"
- Answer call lights in a timely manner and address the patient by name.
- Show initiative and be responsible for continuing to develop your skills and abilities through courses and reading.
- Provide high quality service.

I have read and understand the Employee Behavior Contract of Good Samaritan Hospital. I know this is not an exhaustive or all inclusive list of behaviors required of me while working at Good Samaritan Hospital. ***I will adhere to the expectations expressed in this contract and will behave accordingly. I know this is the code of conduct by which my behavior will be evaluated.*** If I fail to meet the expectations outlined in this contract, it will be grounds for disciplinary action up to and including termination.

Applicant/Employee Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_



## Division of Children and Family Services

State of Nebraska  
Dave Heineman, Governor

### AGENCY REQUEST FOR INFORMATION FROM THE NEBRASKA ADULT AND CHILD ABUSE AND NEGLECT REGISTER/REGISTRY

**The State of Nebraska approved this form, any alteration will invalidate it.**

I hereby request information from the Nebraska Adult and Child Abuse and Neglect Registry. I agree to use the requested information to determine whether to hire or retain the individual to provide care, custody, treatment, transportation or supervision of children or vulnerable adults.

Agency Name/ Fax: \_\_\_\_\_ **Good Samaritan Hospital / 308.865.2924** \_\_\_\_\_

Address and Phone Number: \_\_\_\_\_ **10 E 31st St. Kearney, NE 68848 / 308.865.7583** \_\_\_\_\_

I hereby authorize the Division of Children and Family Services to disclose whether I have an Adult and/or Child Abuse and Neglect Register/Registry record to the above-named agency.

Print Full Legal Name: (applicant) \_\_\_\_\_

\_\_\_\_\_  
Signature (applicant)

\_\_\_\_\_  
Date

Current Address: \_\_\_\_\_  
(Street/City/State/Zip)

\_\_\_\_\_  
Applicant Date of Birth

\_\_\_\_\_  
Applicant Social Security Number

Other names previously used such as former married names, maiden name and nick names.  
Please Print.

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Names and birth dates of your children and children who have lived with you. Please Print.

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Any Address at which you have resided during the past 20 years. Please Print.

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