



## The Values in Which We Believe

# ASANTE BEHAVIORAL STANDARDS



### Our Mission

#### Why we are here.

Asante exists to provide quality health care services in a compassionate manner, valued by the communities we serve.

### Our Vision

#### Where we aspire to go.

To be your trusted health partner for life – every person, every time.

### Our Values

#### How we serve each other and our community.

Excellence, Respect, Honesty, Service, Teamwork.

### Our Behavioral Standards

The actions we take every day that demonstrate our commitment to our values, each other, ourselves and our community.

#### Excellence, in everything we do

*Excellence is demonstrated when we strive to achieve and surpass high standards and take pride in the work we do.*

##### Behavioral standards of excellence:

- Provides high-quality service and maintains compliance through required safety and skill training. Does not perform below the minimum standard or deliver unfinished work without regard for safety.
- Conserves resources and increases efficiency and effectiveness.
- Seeks feedback that challenges us to grow and improve our work. Does not disregard or refuse to accept feedback.
- Approaches daily work in a professional manner.
- Sets challenging and measurable goals and works to meet or exceed them.
- Takes ownership; is coachable; behaves objectively when given feedback; and embraces opportunities for growth and development. Does not blame others for their own errors.

#### Respect, for all

*Respect is demonstrated when we listen attentively, understand others' feelings and thoughts, and appreciate their perspectives.*

##### Behavioral standards of respect:

- Listens to diverse ideas, feelings and concerns, and responds with empathy and compassion.
- Treats all people with dignity. Uses preferred names and pronouns. When unsure, politely asks for the preferred name, pronunciation or pronoun.
- Seeks to understand through active listening without criticizing. Is not dismissive and does not intentionally disregard the feelings of others.
- Acknowledges, negotiates and resolves conflict by seeking collaboration with an open mind to explore all perspectives. Does not avoid collaboration or engage in destructive conflict.
- Always speaks and acts with courtesy and uses Words that Work.

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#### Honesty, in all our relationships

*Honesty is demonstrated by sharing our thoughts and feelings, honoring our commitments and acting with integrity even when it's hard.*

##### Behavioral standards of honesty:

- Keeps promises and commitments. Takes pride in being trustworthy.
- Acts with integrity, even when difficult to do so. Speaks the truth and is not intentionally deceptive. Does not manipulate people or situations to avoid responsibility or influence personally favorable outcomes.
- Is aware of one's own strengths, limits and biases.
- Seeks help when needed. Is self-aware and uses self-care to stay balanced to care for self and others. Does not assume others will know if they need help.
- Sets healthy boundaries and acts within capacity to deliver promised outcomes.

#### Service, to the community and each other

*Service is demonstrated through a genuine understanding of others' needs and a strong desire to meet them.*

##### Behavioral standards of service:

- Demonstrates a courteous and approachable manner. Uses the RELATE model.
- Identifies problems and takes responsibility to seek solutions and a path to resolution.
- Asks questions and actively listens to understand the needs of others and strives to meet those needs. Does not ignore the needs of others.
- Advocates for inclusion and equity of our patients, providers and peers. Does not favor particular people or groups over others.

#### Teamwork, always

*Teamwork is demonstrated by working well with others toward a common goal and participating with others without dominating the group.*

##### Behavioral standards of teamwork:

- Behaves as a team member and makes a personal effort to welcome others and offer a sense of belonging.
- Demonstrates commitment to the team by doing their part to achieve results and work toward common goals. Does not say, "It's not my job."
- Engages in behavior that builds trust. Assumes the good intent of others, giving them the benefit of the doubt.
- Speaks respectfully of others in all situations. Before speaking, considers if words are true, kind and necessary.
- Apologizes sincerely and humbly when actions or words have been harmful to others.

Community lives here.