

Code of Conduct Elmhurst Memorial Hospital, Elmhurst, Ill

The behaviors summarized below define the Code of Conduct for all employees of the Operating Room. The Code of Conduct, developed by the Employee Satisfaction Committee and approved by the employees of the Operating Room, represents the team work, work ethic and interpersonal relationships that are the goal of the Operating Room. Your signature signifies that you agree to adhere to the positive behaviors outlined below. Furthermore, this contract shall be used to clarify disputes and/or address problem or negative behaviors.

POSITIVE TEAMWORK BEHAVIORS

1. Arrives on time for work and prepared for work.
2. When not currently involved in a case, sets up/helps cases in other rooms without being asked. Helps circulate in another room when his/her room is done.
3. Puts supplies/equipment away; keeps halls clear.
4. Checks with Charge RN when finished with assignment.
5. Timely follow through on projects/tasks/requests for information.
6. Actively participates on departmental committees.
7. Attends departmental meetings and in-services and shows respect for presenters by not talking during presentations.
8. Tries to solve problems in most appropriate form, i.e.: one on one, via committees, department meetings.
9. Speaks positively about the department, the organization and the initiatives underway.
10. Demonstrates departmental and organizational support by providing timely feedback, constructive criticism and/or recognition for positive efforts.
11. Attentive during surgery to the needs of the case, i.e.: gives supplies without prompting because he/she is paying attention.
12. Utilizes Michael Cohen's "Fair Fighting Techniques" to resolve conflict:
 - Asks for what you want in a direct, honest and respectful manner.
 - Remain cool, calm and collected, and appropriately sets limits with individual involved.
 - If it cannot be resolved at this level, 1) document the occurrence and 2) seek third party assistance.
 - Do not take things personally.

13. Takes allotted time for lunch; does not stay beyond allotted time.
14. When given an assignment, maturely and professionally accepts and completes the assignment.
15. Able to work effectively with people they do not like and maintain effective communication.
16. States name when answering phone.

NEGATIVE TEAMWORK BEHAVIORS

1. Griping/dumping/gossiping/complaining before and after meetings.
2. Lodging a complaint about a co-worker and asking for anonymity about the complaint.
3. Gossiping and back-biting about co-workers, managers, etc.
4. Escalating negative situations by adopting bad behaviors, i.e.: yelling.
5. Hiding out in unused OR rooms, locker rooms and/or staff/MD lounges.
6. Leaving the department without informing the Charge RN.
7. When given an assignment, responds with one or more of the following:
 - Sighs, huffs
 - Refusing
 - Asking what other staff are doing
8. Conducting inappropriate conversation in front of patients, including:
 - Complain that the case is too hard
 - You are tired and/or don't feel well
 - Your co-worker did not do something he/she was supposed to do
 - Making comments that are generally negative
9. Abandons the OR when someone comes in to help you.
10. Intentionally miscommunicates information about lunch requests.
11. Criticizes people publicly.
12. Demonstrates discourteous and unfriendly behavior to new people including telling new people "This place is lousy".
13. Complains and/or refuses an assignment.
14. Eats in front of patients in Holding Area, Front Desk.

15. Responds "I don't know" without offering to find out/help.
16. Does not include patient in conversation, i.e.: speaks in a language patient does not understand, discusses topics that are not related to the patient without including the patient in the conversation.

Positive Patient Care Behaviors

- Lets patient feel you have time for him/her; does not make patient feel rushed.
- Greets patient in Holding Area; introduces self and answers questions.
- Always prepared for case; does not wait until last minute to open case.
- Takes responsibility for ensuring all supplies are available.
- Takes responsibility for professional competence and skills.
- Includes patient in conversations.
- Cleans patients before sending to postanesthesia care unit (PACU).
- Remains in the OR until the patient is off the table.
- Treats patients with dignity and respect.
- Makes eye contact with patient when patient enters the OR.
- Keeps patient's family updated.
- Reassures patient he/she will receive excellent care.
- Exhibits warm, caring behaviors, i.e. smiling, holding patient's hand.
- Remains at bedside during induction.
- Protects patient's privacy.
- Provides patient with warm blankets.
- Keeps patient informed on what you are doing, what to expect.
- Addresses patient by name.
- Returns patient to room if surgery is delayed.
- Notifies Charge RN of room delays to inform the patient, family and floor staff of change in scheduled time.
- Calls Surgical Waiting Area at start of case.
- Exchanges pleasantries with patient families if you see them outside OR/HA.

EFFECTIVE MANAGEMENT of PATIENT COMPLAINTS

Do:

- Validate the complaint
- Apologize as appropriate
- Thank patient for bringing the problem to our attention.
- Assure patient you "will bring this to the appropriate person."
- If cannot solve problem by self, get someone who can.
- Empathize with patient.
- Summarize what patient said.

Date _____

My signature confirms that I have read the Positive Teamwork Behaviors contract and agree to comply with the behaviors, to facilitate the development of a strong, teamwork-oriented and cooperative team.