

I will provide a Warm Welcome

- I will make eye contact, acknowledge and greet patients, visitors and colleagues with a smile. I will introduce myself providing my name, role and department.
- I will introduce fellow team members by name and title to patients, families and staff members.
- I will be inclusive and respectful of individual's cultural differences, spiritual and psychosocial values and beliefs.
- I will maintain a clean and safe welcoming environment for all.
- I will keep name badge visible, above the waist and forward facing.

I will Engage and Empathize

- I will be present and practice STAR (stop, think, act, review). I will be fully engaged and attentive to what I am about to do. I will avoid internal and external interruptions, including cell phone or other devices.
- I will treat others the way they want to be treated and will personalize interactions.
- I will not make assumptions or let biases influence me. I will ask, listen, and learn.
- I will ask open-ended questions to see understanding. I will make a personal connection and show genuine concern for the person, or their situation
- I will work collaboratively in problem solving and decision making; create an environment for open dialogue and effective transfer of ideas.
- I will be accessible to team members, letting them know that I am willing and able to provide support.

I will engage in Compassionate Communication

- I will communicate respectfully, listen with an open mind, seek clarification and confirm understanding.
- When I am in patient areas, I will keep my voice low and refrain from personal conversations.
- I will never discuss patient information in public areas, including elevators. I will maintain confidentiality of medical information.
- I will document accurately and timely so information is readily available.
- I will avoid gossip and not initiate and participate in damaging, demeaning, or disrespectful conversations.
- I will use statements that convey understanding. I will use methods such as teach back and closed loop communication.
- I will communicate intent, explaining the "why" I am doing something.
- I will provide feedback in a private constructive manner.

I will Ask and Anticipate

- I will ask permission before entering a room, examining a patient, or undertaking an activity.
- I will respect each patients need for privacy by closing the door
- I will ask, "What matters to you?" I will inquire about what really matters most to patients, families or colleagues.
- I will encourage participation from patients and families in discussions about their treatment and care plan
- I will narrate care by explaining what I am going to do, how long it will take, and potential impact
- I will ask for and encourage feedback and questions.
- I will check for understanding and ask, "What questions do you have for me?"

I will Respond Promptly

- I will respond promptly to call lights, questions or requests. I will exit courteously, explaining what will come next.
- I will take ownership of requests complaints and follow through to resolution.
- I will respond to emails and voicemails as soon as possible, preferable within 24 hours.
- I will acknowledge and address concerns even if resolution cannot be reached in the moment. I will offer options when possible.
- If appropriate, I will ask what the desired outcome is.
- I will set clear expectations. I will confirm and verbalize next steps.
- I will inform and apologize for inconveniences, wait times and delays in service and avoid blaming other departments.
- I will approach patients and visitors who appear lost, and offer assistance. I will provide wayfinding and escort them to their destination.

I commit to Excellence Always

- I will put patients first. I will keep the patient at the forefront of decision-making, problem solving and improvements.
- I will build trust. I will maintain a safe and open environment for sharing of ideas, feedback, and safety reporting.
- I will question and confirm. I will stop before proceeding if something is concerning or does not feel right.
- I will approach change and failure with an open mind and view them as opportunities.
- I will be proactive. I will anticipate and prevent problems before they occur.
- I will regularly look for ways to improve processes and identify potential gaps.
- I will utilize learning opportunities and seek input from others for personal growth
- I will commit to zero harm and eliminate preventable harm.
- I will follow organization's policies.

By signing, as an El Camino Health employee, I commit to follow and role model the WeCare behavioral standards in every interaction.

Signed: _____

Date: _____