

## Hospice Austin's Core Values and Standards of Behavior

**Our Vision** We envision a community in which people with serious illness live their final months with comfort, dignity and peace.

**Our Mission** Hospice Austin is a nonprofit organization that eases the physical, emotional and spiritual pain of any person in our community facing the final months of a serious illness by providing expert and compassionate care, education and bereavement support.



At Hospice Austin we believe in doing things **The R.I.G.H.T. Way**. Abiding by our *values* (Respect, Innovation, Gratitude, Honesty, Teamwork) and meeting the *behavioral standards* for those values is how we ensure success. Here's what **The R.I.G.H.T. Way** looks like:

**RESPECT:** *We honor diversity and treat each person with respect.*

- Advocate for patients and their right to self-determination.
- Execute the *Hospice Austin Visit* with every patient, every time.
- Dress modestly and professionally according to the organization's dress code; take care with hygiene; wear name badge; keep car tidy and organized.
- Document promptly, accurately, and completely 100% of the time.
- Practice the 10'---5' rule. Use AIDET. Manage up.
- Start and end meetings on time; give attention to whoever is speaking; silence electronic devices.
- Use respectful conversations to resolve conflicts, going directly to the coworker involved first.
- Show a positive attitude in both words and actions; avoid gossip.
- Respect shared spaces; keep voices at a low level; clean up after yourself.

**INNOVATION AND LEARNING:** *We are committed to continuous learning and expert teaching.*

- Teach well!
- Be solution focused, collaborative, flexible, and creative.
- Excel by using best practices and by staying current with the latest information/training available.

**GRATITUDE:** *We value the opportunity to serve others through our work.*

- Look for ways to appreciate and acknowledge what each person brings; manage up.
- Observe healthy boundaries; nurture a life outside of work.
- Respect the work of partner organizations; express gratitude when they entrust us with the care of their patients.

**HONESTY:** *We hold ourselves to the highest standards of integrity, accountability and stewardship.*

- Be responsible with the organization's resources as if they were our own.
- Keep commitments and promises.
- Maintain confidentiality and protect individual privacy.
- Address any violation of standards, misuse of resources, or improper conduct either directly or in writing within 24 hours.
- Make decisions and take actions with transparency.
- Promote, improve, and protect the reputation and sustainability of Hospice Austin.

**TEAMWORK:** *We believe that we work best when we work together.*

- Our work is not finished until the work of our team is finished.
- Be generous with time and expertise; never say "It's not my job."
- Address e-mails only to those from whom a response is needed; copy only those who need to know.
- Respond to e-mails, text messages, and phone calls by next business day.
- Show up on time; tardiness and absenteeism puts a burden on others.

Committing to **The R.I.G.H.T. Way** is expected of each individual. Therefore I pledge to incorporate these behaviors into my daily life.

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Print Name

Signature

Date