



HEALTHCARE TEAM CODE OF CONDUCT

As a member of this group/team, I agree to work to make the following a part of my daily routine.

1. To keep patient and caregiver safety and welfare as the primary concern in all interactions, including:

- Being vigilant and monitoring for care practices that increase risks of errors
- Remembering no one is perfect and all humans are vulnerable to making mistakes
- Taking responsibility for being “a safety net” when helping co-workers, anticipating what they may need and pitching in to prevent mistakes (e.g. “I think that glove is contaminated, let me get you a new one.” or “Here’s a new needle”)
- Making it a team principle that “if we witness unethical or unsafe practices, it’s our responsibility to address it (first directly with the person, then through policies and procedures if warranted).

2. To promote empowered partnerships by:

- Valuing your time and the contribution you make to the team/group.
- Accepting the diversity in our styles --- recognizing that you know yourself best and should be allowed to choose your own approaches.
- Promising to be honest, and treating you with respect and courtesy.
- Promoting independence and mutual growth by applying the “Platinum Rule” (Treat others as *they* want to be treated, not assuming they have the same desires *you* do).*
- Listening openly to new ideas and other perspectives.
- Attempting to walk a mile in your shoes.
- Committing to resolving conflict without resorting to using power.
- Taking responsibility for my own emotional well being (if I feel bad about something, it’s my responsibility to do something about it).
- Ensuring that we both:
 - Stay focused on our joint purpose and responsibilities for achieving it.
 - Make decisions together as much as possible.
 - Realize that we’re accountable for the outcomes (consequences) of our actions.
 - Have the right to say no, so long as it doesn’t mean neglecting responsibilities.

3. To foster open communication and a positive work environment by:

- Addressing specific issues and behaviors.
- Acknowledging/apologizing if I’ve caused inconvenience or made a mistake.
- Doing my “homework” before drawing conclusions.
- Maintaining confidentiality when I’m used as a sounding board.
- Using only ONE person as my sounding board before I decide to either give feedback or drop the issue.
- Validating any rumors I hear.
- Redirecting co-workers who are talking about someone to speak directly to the person.
- Addressing unsafe or unethical behavior directly and according to policies.
- Offering feedback as indicated:
 - Within 72 hours, using “I” statements (“I feel..” rather than “You make me feel..”)
 - Describing behaviors and giving specific examples
 - Limiting discussion to the event at hand and not discussing past history and telling you honestly and openly the impact of the behavior.

4. To be approachable and open to feedback by:

- Taking responsibility for my actions and words.
- Taking time to reflect on what was said, rather than blaming, defending, or rejecting.
- Asking for clarification of the perceived behaviors.
- Remembering that there’s always a little bit of truth in every criticism.
- Staying focused on what I can learn from the situation.