

## Swan Hill District Health

# Organisational Values - Standards of Behaviour Charter

| RESPECT  | PROFESSIONALISM  | CARE   | COMMITMENT   | COLLABORATION  |
|--|--|--|--|--|
| <ul style="list-style-type: none"> <li>• Listening and respecting others opinions both patients and staff</li> <li>• Communicating positively and constructively</li> <li>• Respect Privacy, confidentiality and dignity.</li> <li>• Valuing team members</li> <li>• Politeness</li> </ul> | <ul style="list-style-type: none"> <li>• Accountability</li> <li>• Be on time</li> <li>• Positive attitude</li> <li>• Maintain confidentiality and privacy</li> <li>• Respect others values and roles</li> <li>• Open and constructive communication</li> <li>• Appropriate language and appearance</li> </ul> | <ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Listening</li> <li>• Reliable</li> <li>• Pride in work role</li> <li>• Involve patients in the decision making</li> <li>• Show patience, compassion and empathy</li> <li>• Understanding each other's demands and workload</li> <li>• Focus on patient experience</li> </ul> | <ul style="list-style-type: none"> <li>• Achieve targets and goals</li> <li>• Ongoing learning and professional development</li> <li>• Self-accountability</li> <li>• Time management</li> <li>• Adhere to policies and practices</li> <li>• Learn from each other</li> <li>• Accountable.</li> <li>• Lead by example</li> </ul> | <ul style="list-style-type: none"> <li>• Effective, clear communication</li> <li>• Active listening</li> <li>• Share knowledge</li> <li>• Aware of other's workload and assist when possible.</li> <li>• Work as a team.</li> <li>• Being adaptable/flexible</li> <li>• Involve patients in the decision making</li> </ul> |

12 April 2017

Contact Person for the Hardwiring For Excellence Program:  
Kellie Byron-Gray—Hardwiring for Excellence Consultant  
Phone — 50339313

SHDH has partnered with the world-leading healthcare coaching firm Studer Group Pty Ltd.  
Studer Group Coach — Meika Wright