

<b>BAPTIST HOSPITALS OF SOUTHEAST TEXAS</b>	
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**SUBJECT: BEHAVIORAL EXPECTATIONS**

**POLICY STATEMENT**

Baptist Hospitals of Southeast Texas has a continuous focus to drive high quality and patient safety. As we continue on our journey to become a high reliability organization, we expect our staff to be accountable for the quality of their choices and management to be responsible for good system design. In the absence of a clear system, following the safe Behavioral Expectations will allow us to reduce adverse events. The following are specific expected safe behaviors and customer service performance standards by which all employees are measured in their performance appraisals.

**PROCESS**

Behavioral Expectations are the manner in which work should be accomplished at Baptist Hospitals of Southeast Texas. They explicitly spell out ways of behaving that support our strategies and represent the desired Just Culture. We expect everyone to:

- **Pay attention to details**
- **Communicate clearly and directly**
- **Have a questioning attitude**
- **Perform effective handoffs**
- **Work together with our team**
- **Follow the rules**

As Partners in Caring, it is the responsibility of every BHSET employee to treat all of our customers, including patients, families, physicians, co-workers and all outside contacts, with courtesy, dignity, respect and professionalism. The following represent our core values:

- Compassion
- Accountability
- Competence
- Respect
- Collaboration