

Mary Washington Healthcare Code of Conduct

Vision: We are a thriving, independent health system creating outstanding health experiences.

Mission: To improve the health of the people in the communities we serve.

Values: “icare” — Integrity, Compassion, Accountability, Respect, Excellence

Living Our ICARE Values

Integrity We are honest and ethical.	<ul style="list-style-type: none">• We do the right thing because it is the right thing to do, even when no one is watching.• We keep patient and business information confidential, accessing only the information necessary to do our jobs.• We follow our policies, this code of conduct, and obey all laws and regulations that affect MWHC.• We ask for advice/clarification if we have a question or concern about any law or regulation.• We have an obligation to report inappropriate, unsafe, unethical, or illegal actions through our compliance process.• We disclose any conflicts of interests we might have with MWHC.• We have the courage to communicate issues directly and honestly with people.• We do not take MWHC property or use it for our personal benefit.
Compassion We are caring people caring for people.	<ul style="list-style-type: none">• We work to alleviate suffering.• We treat others with consideration and concern; we show sensitivity in all interactions.• We provide safe, quality care and service.• We listen carefully to what others say and explain things in terms that they will understand.• We connect with our patients and anticipate their needs; we respond to all requests for help.• We walk patients and visitors to where they need to go.• We help new or less experienced Associates feel welcome.
Accountability We are each responsible for our behavior, the quality of our work, and the results we achieve.	<ul style="list-style-type: none">• We have a “can do” attitude and take responsibility for our actions.• We are supportive, flexible, and resilient when change occurs.• We keep current on our organization, industry and job.• We share best practices across the organization and utilize safety behaviors.• We are efficient with resources and time.• We hold ourselves and each other accountable in using safety precautions in our work.• We follow through on our commitments.
Respect We treat all people with dignity.	<ul style="list-style-type: none">• We use safety behaviors and tones to demonstrate respect.• We demonstrate a welcoming spirit and assume positive intent in all interactions.• We are courteous to others regardless of our personal feelings.• We value diversity; we have a zero tolerance for discrimination of any kind.• We communicate in a professional manner; we are sensitive to how we communicate through our nonverbal behaviors.• We recognize that we are always in the public eye and have a responsibility to speak about MWHC in a positive and professional manner.• We honor the rights of our Patients and Associates and all we serve.• We limit the use of electronic communication devices in patient care, business meetings, and when walking in public spaces.
Excellence We do our personal best in everything we do.	<ul style="list-style-type: none">• We put safety first in our decisions and actions.• We work as a team to deliver safe, quality care and service.• We learn from our mistakes and strive to improve in everything we do.• We role model positive behavior and lead by example.• We project a professional image in our appearance and conduct.• We go above and beyond in creating outstanding experiences.• We are proactive in identifying ways to improve our care and services.• We share best practices across the organization.• We utilize safety behaviors• We set clear and challenging goals.

