



TrueCare Behavioral Standards

Cheyenne

Teamwork Moving together toward excellence.

High	Solid	Low
Positively engages with the team and offers potential solutions. "Yes" attitude. Promotes and leads change with follow through on implementation.	Shares talents, information and work. Engages with others in the organization. Goes beyond expectations and anticipates needs. Is flexible with time. Joins committees to make a difference.	Constant lack of team participation. Creates work for others. Revisits and judges team decisions outside of the team.

Recognition Say thank you to someone every day.

High	Solid	Low
Maintains meaningful and specific, individualized recognition of others as a top priority.	Manages others up. Genuinely says thank you often. Celebrates the efforts and achievements of others. Meets and greets everyone with eye contact	Consistently hypercritical of others and all efforts. Degrades others and the organization. Manages others down.

U-You You are Cheyenne Regional: Own it.

High	Solid	Low
Owens the organization. Genuine role model. Champions the vision/mission of the organization. Challenges others to uphold the Behavioral Standards.	Is trustworthy and respects confidentiality. Shows pride in work and team. Focuses on the success of self and the organization. Is on time. Presents a positive image and attitude.	Not supportive of the organization. Undermines Behavioral Standards. Places self above the organization.

Excellence Create a culture of always.

High	Solid	Low
Champions best practices. Implements Process Improvement projects. Achieves positive results you didn't think were possible.	Believes in Cheyenne Regional. Participates in performance improvement. Is consistent in all work. Commitment to best practices. Finds ways to say, "yes." Makes safety a priority, always.	Only follows policies when watched. Cuts corners and only does the minimum. Inconsistent with performance.

Communication Keep it open. Keep it constant.

High	Solid	Low
Models effective communication for others. Listens, shares and is always respectful. Brings the right people to the table to offer solutions.	Uses positive words. Always uses AIDET. Acknowledge everyone with a smile. Listens to others. Responds to others in a timely manner. Reads organizational communications. Always engages patients and guests.	Purposefully chooses not to participate. Ignores communication. Creates misinformation.

Accountability Lead by doing.

High	Solid	Low
Embraces organizational culture and leads change. Challenges others to uphold policies and procedures.	Owens work. Does the right thing, always. Is open to change. Upholds organizational policies and procedures.	Blames others and makes excuses. Undermines organizational culture. Does not accept responsibility.

Respect Respect yourself, your surroundings, the organization, and let that respect be seen every day.

High	Solid	Low
Sees and acknowledges value in others. Demonstrates pride in what they do and where they work.	Respects work place, keeps it clean. Makes new staff members feel welcome. Respects self, is professional. Escorts people personally to their destinations. Treats patients, guests and co-workers with respect. Shows consideration for the work of others. Amended: No phone calls, texting or emailing during meetings.	Demonstrates entitlement. Introduces others to bad behavior. Spreads gossip. Leaves mess for others. Disregards organizational values and project completion. Wasteful.

Education Approach each day as a learning opportunity.

High	Solid	Low
Seeks to advance the knowledge base of the organization. Researches and provides educational programs that benefit organization's professional growth. Mentors.	Shares experience/knowledge. Keeps current on best practices. Completes required ongoing education. Assists others in professional growth. Welcomes each learning opportunity.	Procrastinator. Unwilling to share knowledge. Disruptive attendee or attendee that minimally or does not participate at learning events. Content with current knowledge base. Poor attendance.