



## **Core Values and Standards of Behavior**

### **Vision**

“The intellectual resource for health care professionals, combining passion with prescriptive actions and tools, to drive outcomes and maximize the human potential within each organization and healthcare as a whole”

### **Mission**

“To make health care better – for employees to work, for physicians to practice medicine and for patients and families to receive care.”

# Core Values

We believe that our core values accurately communicate the things that drive us as an organization. As members of the Studer Group, we are expected to live the values and embrace the spirit of our behavior standards.

Living the values is essential to create an environment that reinforces our dedication to our values/mission.

The importance of core values:

- Core values are part of the ideology so deeply held that they will never be compromised
- The core ideology does not change, even in the changing environment of healthcare
- The core values of the company will withstand any change in leadership
- Future employees are hired with similar values – they are not expected to adapt to our values
- These values guide all behaviors, guidelines and standards
- We continually ask ourselves if decisions or activities are in alignment with our core values

Our core values:

**Teamwork:**

Respectfully caring for each other and those we serve

**Respect:**

Humility in our successes and grace in our challenges

**Integrity:**

Honesty and integrity in all our interactions

**Generosity:**

Being thankful for and sharing our opportunities and blessings

**Learning:**

Passionately pursuing making a difference in healthcare by being a lifelong learner

**Measurable Achievement:**

Achieving partner and Studer Group pillar outcomes using evidence based practices, innovative technologies and other improvement methodologies to assure return on investment for all stakeholders.

# Standards of Behavior

## Commitment to Co-workers

- Conduct ourselves with the idea that the result of great teamwork is success for our partners and SG
- If serving on a team, hold yourself trustworthy and accountable
- Be flexible and supportive – set an example of cooperation
- Always greet each other with a smile and verbal acknowledgment
- Recognize the value of each individual
- Be respectful of your coworker's privacy and need for a quiet workplace
- Respect diversity treat each other with fairness and equality
- Be honest in dealing with others – inside or outside the office
- Always keep your word, others are depending on you

## Professional Conduct/Attitude

- Be tolerant of each other and offer professional courtesy to team members
- Create and participate in a team environment where honest feedback is seen as valuable and not criticism
- Respect each other's time by being on time for all meetings/appointments.
- Be honest and kind during all interactions.
- Use appropriate language at all times when you are speaking or sending emails. Never use profanity.
- Refrain from disruptive behavior, discrimination or any type of harassment.
- Never interrupt a presentation, demonstrate respect all speakers, regardless of situation. When attending a presentation or SG LDI, be on time coming back from breaks and lunch and do not hold sidebar communications. Give the speaker the same respect you would want given to you if the roles were reversed.
- Display a professional and positive attitude at all times
- Be friendly and helpful to co-workers
- Do the right thing – even when no one is watching
- Conduct yourself with compassion for everyone you come in contact with
- Use positive body language and present yourself professionally: make eye contact, avoid slouching, dress professionally

## Appearance

- Dress appropriately for all meetings with partners and other professionals. Your appearance communicates to each partner or customer, "I respect you and myself"
- Keep public areas neat and clean—if the trash needs to be emptied, empty it
- Dress in a Professional Manner. Professional dress excludes the following items:
  - Flip Flops
  - Midriff attire (skin should not be exposed)
  - T-shirts with logos
  - Hats
  - Tank Tops or low cut tops
  - Excessively short skirts
  - Jeans

## **Communication**

- Use AIDET when dealing with internal or external customers
- Do not send excessive emails– please place only those who are directly related to the issue or those you would like a response from in the “To” line. If you would like to inform someone of the issue and do not want a response, please “cc” them. Send your response emails within 24 hours only to the person sending the note unless it is necessary or asked for all to read your response
- Keep personal phone calls to a minimum
- Use adult conversations to resolve issues – go directly to the coworker involved
- Confront and manage conflict while maintaining dignity and respect for others
- Recognize different communication styles – compromise when needed. Look for ways to communicate effectively with each other

## **Mentoring**

- Welcome, mentor and receive new team members with energy and “What can I do for you?” spirit
- Teach and role model the characteristics of excellent adult learners. Specifically when attending presentations:
  - Be totally present; engage
  - Listen as if you were going to teach it
  - Take notes write/draw/diagram
  - Relate vs. compare
  - Own it
- Share information learned on site with SG team and partners horizontally and vertically. Allow others to benefit from your expertise, listen to others and determine best practices
- Provide assistance and resources for colleagues and partners to meet learning needs
- Gather feedback from others, have a mentor, be a mentor, develop action plans and follow through to push yourself and teammates to the next level

## **Professional/Personal Development**

- Seek self development-- Utilize the tools that are provided to grow personally and professionally
- Actively read books and other resources that are provided
- Be a life long learner and never stop seeking to expand skill set

## **Sense of Ownership**

- Conduct ourselves as members of a “solutions” team by engaging in group problem solving. Do not just identify problems, provide ideas for resolution
- Look beyond one’s defined role to add value to serving each other and our partners - be proactive in offering assistance where there is a need
- Do not use “We/They” when discussing issues
- Return shared supplies or equipment to proper area
- Act like an owner. Treat company resources as if they were your own-spend SG money as if it were your own and do not be frivolous or excessive

## **Commitment to Partners**

- Meet all promised deadlines to partners and co-workers
- When on-site at an organization always turn off cell phone, blackberry and do not use partner’s time for other business
- Keep best interests of Studer Group peers and those we serve in mind
- Promote, develop, protect, improve and preserve the reputation of the company including all Studer Group intellectual capital

## **Commitment to Community**

- Generosity is giving and giving freely; generosity is outside of what you should do; generosity is being selfless.
  - Give your time
  - Give your praise
  - Give your wisdom
  - Give your support
- Help out whenever possible – in the office or in the community – don't wait to be asked, take initiative and volunteer

## **Managing Up**

- Manage up teammates, leaders and yourself both externally and internally
- Celebrate successes and have fun in our work
- Help coworkers feel appreciated and valued-send thank you notes for specific actions
- Do not embarrass or criticize partners/co-workers in the presence of others.
- Do not gossip or talk negatively about others.

## COMMITMENT STATEMENT

Studer Group is a success because of our employees. We practice what we teach and believe that through our values and standards of behavior we will create and maintain a culture that makes SG a great place to work.

We have described certain values and standards of behavior that are expected from our employees in our “values based” company. We model our behavioral guidelines and are committed to success. Our values guide the exceptional service we provide to all we serve.

You play an important role in helping us achieve our goals and fulfill our Mission – to make health care a better place for employees to work, physicians to practice medicine, patients to receive care.

I believe in and am committed to living these daily throughout my employment with Studer Group.

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Print Name

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Signature

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Date