

# Aiken Barnwell Mental Health Center

**Aiken Barnwell Mental Health Center employees worked together to develop the twelve standards of behavior after which to model daily actions. The standards uphold the Six Pillars of Excellence and our mission. At ABMHC our stakeholders include: clients, family members, co-workers, vendors, peers, volunteers, community partners and the citizens of Aiken and Barnwell counties.**

## **Standard #1: “Build a Culture around Service”**

We treat every stakeholder as if he or she is the most important person in our work place. Our behavior and attitude creates a positive first impression that is lasting. We strive to ensure a high quality and caring environment for our stakeholders. When the ABMHC Experience doesn't go right for a stakeholder, we listen and respond with empathy and apologize for not exceeding expectations.

- Immediately welcome stakeholders with a smile, eye contact and a friendly introduction.
- Listen with care and empathy to stakeholders.
- Thank stakeholders for choosing ABMHC.
- When asked directions, offer to escort people to their destinations.
- Smile and say “hello” to others in hallways and lobbies.
- Anticipate and correct problems before they become complaints.
- Listen to stakeholder's concerns and do not rationalize or place blame.
- Apologize for problems or inconveniences, even if they are not your fault.
- Let the stakeholder's know we will make our best effort to resolve the problems quickly and efficiently.
- Utilize “person first” language at all times.

## **Standard #2: “Everyone Makes a Difference, All for One and One for ALL”**

Reward and recognition are central to the ABMHC culture. We express gratitude and appreciation to one another. We celebrate accomplishments and hard-work to make ABMHC the best place to work, practice, and receive care. We share our successes, failures, information, and ideas. We have a common purpose. We value the contributions of every member of the ABMHC team.

- Recognize and celebrate one another's achievements and successes.
- Tell someone who goes above and beyond that you appreciate him or her.
- Acknowledge when a team member exemplifies one or more of the service standards or behaviors.
- Treat all co-workers with courtesy and respect at all times.
- Recognize that everyone has areas of expertise.
- Keep commitments to co-workers on assignments and meetings or communicate otherwise.
- Resolve conflicts respectfully, directly and promptly with the individual (s) involved.
- Be tasteful and respectful in all interactions.
- Avoid gossiping.

### **Standard #3: "Communicate at all levels- Talk, Listen and Learn"**

We communicate with courtesy, clarity, and care in all verbal and non-verbal messages. We listen attentively to stakeholders to understand their needs and to ensure they comprehend information we provide.

- Respond kindly to all stakeholders with information and assistance.
- Ask stakeholders what name they prefer to be called and use that name whenever possible.
- Answer phone calls in a timely manner. In a clear friendly way, state your name and department, and ask "How may I help you?"
- Acknowledge callers on hold periodically; give them the status of their calls and ask if they want to continue to hold.
- Avoid technical or professional jargon and acronyms.
- Reinforce verbal instructions with written material whenever possible.
- Always use "please" and "thank-you" and end encounters with a courteous good-bye.
- Communicate openly, share relevant information and never assume. Respect the privacy of fellow employees.
- Return phone messages within next business day.
- Email etiquette
  - ✓ Use "rules" to set up out of office message
  - ✓ Seek prior approval from direct supervisor to send out emails to entire agency
  - ✓ Do not reply to all, thanks or got it emails.
  - ✓ For group emails, ask the receiver to only reply to the sender.
  - ✓ Make better use of the subject line. Put the whole, short message in the subject line and end with "EOM" end of message.

- During planned absences (scheduled leave/holidays), voice mail should be updated to reflect changes in schedule. Voice mail should be updated immediately upon return to work.
- Voice mail message should be concise and contain the following information:
  - ✓ Employee name, position, department, message instructing stakeholder to leave name, working telephone number and statement of brief need, and to dial zero for immediate assistance.

### **Standard #4: “Think Safe, Be Safe”**

It is essential that we provide a hospitable, healthy and safe environment at ABMHC. We identify and report safety issues and/or hazards and apply remedies whenever needed.

- Report safety hazards and issues immediately.
- Use proper tools and equipment at all times.
- Follow safety procedures required at all times.
- Ask for assistance when needed.
- Do not take “safety” short-cuts to save time.
- Be familiar with and utilize appropriate safety codes.

### **Standard #5: “Appearance Speaks”**

When we dress and groom and maintain our workplace, we show respect for our stakeholders and give them confidence in our ability to care for them.

- Wear neat, appropriate and tasteful clothing and accessories following the organization’s dress code.
- Wear identification badges in a visible, appropriate place.
- Use good personal hygiene.
- Keep public places, work areas and meeting rooms clean, clutter-free, and safe.
- Dispose of litter, clean up spills, and return equipment to its proper place.

### **Standard #6: “Keep in Touch! Ease Waiting Times”**

Keeping our stakeholders informed puts them and their families at ease. We are committed to sharing information and acknowledging the presence of our stakeholders at all times.

- Provide a clean, comfortable atmosphere for waiting stakeholders.
- Offer current, interesting, and engaging reading materials and health education videos, if possible.
- Contact stakeholders, if possible, prior to the appointment if it becomes apparent that they will need to wait. Let the stakeholder decide whether to come in later or make a new appointment if appropriate.
- Educate stakeholders about the process and expected time frames.
- Clinicians notify the front desk of delays with appointments.

- Apologize if there is a delay, explain the reason, and if appropriate, offer options for rescheduling.
- Provide waiting stakeholders with regular updates.

### **Standard #7: “It’s a Private Matter! Confidentiality”**

ABMHC protects customer’s confidentiality and privacy in all situations. We are sensitive to the personal nature of behavioral health care and we do everything we can to earn the trust that others place in us.

- Speak about personal matters in a private area.
- Do not discuss stakeholders’ issues in public areas (i.e. hallways)
- Keep client, physician, and proprietary organizational information private.
- Never share computer or telephone passwords or codes.
- Do not leave computers unattended.
- Retrieve printed, copied or faxed information promptly and secure appropriately.

### **Standard #8: “Vive La Difference! Diversity”**

At ABMHC we know that our differences, unique talents, and varied backgrounds come together to create a stronger whole. We respect the rights, differences, and dignity of others.

- Recognize the values of a diverse workforce; remain open to new viewpoints, ideas and talents.
- Treat all stakeholders with respect.
- Provide the highest level of service to everyone.

### **Standard #9: “Get Smart- Increasing Skills and Competence”**

ABMHC is committed to helping its employees learn and grow. Professional development demonstrates a desire to continually enhance the delivery of behavioral healthcare. We encourage innovation and constant improvement in efficiency and effectiveness.

- Actively participate in professional development opportunities.
- Continually acquire new technical and computer knowledge.
- Maintain a high level of competence in your job, taking advantage of opportunities to learn and develop new skills.
- Think outside the box and contribute innovative ways to doing things.

## **Standard #10: “Prevention Works, Treatment is Effective and People Recover”**

At ABMHC we provide safe, effective and evidenced based behavioral healthcare. ABMHC is dedicated to improving health status and access to effective care.

- Focus on person centered planning, holistic care and recovery.
- Perform clinical interventions only within the context of a professional relationship and for which you are qualified by education, training or experience.
- Provide evidenced based behavioral care.
- Utilize identified measurement tools to measure effectiveness of treatment.
- Begin discharge planning at the onset of treatment.

## **Standard #11: “Finance is Everybody’s responsibility!”**

At ABMHC we demonstrate fiscal responsibility and accountability to advance our mission.

- Control expenditures.
- Monitor center billing, revenue and collections.
- Meet individual productivity goals monthly.
- Eliminate documentation errors.
- Demonstrate fiscal responsibility.
- Collect co-pays upon delivery of service. Ask the stakeholder, “How will you be paying today?”

## **Standard #12: “Community- Increase the Awareness of Mental Health, Mental Health Treatment and Access to Treatment!”**

At ABMHC we are committed to enhancing local and regional partnerships to effectively meet the needs of the community. Our goal is to increase the public’s awareness of mental health issues, mental health treatment and access to treatment.

- Participate in community networking and collaborative events
- Educate the public, partners and stakeholders about mental health and treatment
- Participate in mental health awareness events
- Network with local and regional organizations and staff

# **My Personal Commitment to the Standards of Behavior of Aiken Barnwell Mental Health Center**

**I have received and read The Standards of Behavior for  
Aiken Barnwell Mental Health Center. I understand that I am  
expected to embrace and uphold these standards and pledge  
to do so in the conduct of my responsibilities and in my daily  
interactions with our stakeholders:**

**Clients, family members, co-workers, peers, vendors,  
volunteers, community partners and the citizens of Aiken and  
Barnwell counties.**

Your signed personal commitment will become a part of your employment record  
at Aiken Barnwell Mental Health Center.

Employee Signature:

Print your name:

Date:

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