

Policy Statement	Saint Agnes Laboratory is committed to fostering and promoting a Model Community, grounded in the principles of human dignity and the common good.
Purpose	To emphasize the nine behaviors that will serve to enhance professional relationships between associates.
Scope	All laboratory associates.
Responsibility	All associates are expected to conduct themselves in a professional manner consistent with our mission, vision, and values.
Related Documents	Koloroutis, M. (2004). <i>Relationship-based Care: A Model for Transforming Practice</i> . Minneapolis, MN: Creative Health Care Management, Inc.

At Ascension Saint Agnes we strive to provide excellence in healthcare. In the Department of Pathology, we recognize that our associates play an integral role in providing the best care to our patients and can influence each other through attitudes and opinions. In order to foster a community of team building and support, we encourage each associate to pledge to treat other as we wish to be treated and adopt the following principles below:

1. I will accept responsibility for establishing and maintaining healthy interpersonal relationships with you and every other member of this team.
2. I will talk with you promptly if I am having a problem with you. The only time I will discuss it with another person is when I need advice or help in deciding how to communicate with you appropriately.

3. I will establish and maintain a relationship of functional trust with you and every other member of this team. My relationships with each of you will be equally respectful, regardless of job titles or levels of educational preparation.
4. I will not engage in the “3Bs” (Bickering, Backbiting and Blaming). I will practice the “3Cs” (Caring, Committing and Collaborating) in my relationship with you and ask you to do the same with me.
5. I will not complain about another team member and ask you not to as well. If I hear you doing so, I will ask you to talk to that person.
6. I will accept you as you are today, forgiving past problems and ask you to do the same with me.
7. I will be committed to finding solutions to problems, rather than complaining about them or blaming someone for them, and ask you to do the same.
8. I will affirm your contribution to the quality of our work.
9. I will remember that neither of us is perfect, and that human errors are opportunities, not for shame or guilt, but for forgiveness and growth.

Last Approved By: 
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