

Hi-Touch Health Care: The Critical Six Soft Skills

Workplace Ethics and Professionalism Competency: Integrity

KEY

1. A person with integrity:
 - Keeps commitments.
 - Tells the truth.
 - Takes a stand for what one perceives is right.
 - Has a strong sense of self.
 - Respects others--their beliefs and their skills.
 - Is dedicated to a personal code of ethics.
 - Has inner strength.
 - Associates with people who have strong morals.
 - Lends a helping hand.
 - Has discipline and self-control.
 - Is honest.
 - Stays true to his/her word believes that a "YES" MEANS "YES" and a "NO MEANS NO."
2. Barriers to organizational integrity:
 - Managed care and provider reimbursement.
 - Increased numbers of specialists providing care for individual patients.
 - Inconsistent collaboration between providers.
 - Situations where nobody is "running the show."
3. Begins with core values of the organization, which are continuously monitored and re-evaluated, which leads to decision making and action, and hopefully positive consequences to those actions.
4. Integrity is doing the right thing when no one is looking.