

## Dec. 7, 2022 Monthly Briefing Questions

### Question

This next question is regarding loud cellphone usage in breakrooms, the cafeteria, or while walking the halls. Unfortunately, we have heard that sometimes inappropriate language is heard coming from cellphones, which can be overheard by our patients, their families, and other visitors. Can anything be done?

### **Answer:**

- I appreciate the question, as it is important to create a professional environment for our workforce, for those who visit us, and for those who trust us with their care. All members of the UT Southwestern community are expected to maintain standards of conduct that are appropriate for an academic medical center. The UT Southwestern Standards of Conduct Guide is available on the Office of Compliance website.
- In the presence of our patients, visitors, and guests, providers and staff are required to conduct themselves in a manner consistent with the excellence and professionalism synonymous with the UT Southwestern name.
- Especially in our patient-care areas, providers and staff are required to speak in quiet, modulated voices and remain alert to any opportunities to decrease noise levels and maintain a quiet and healing environment.
- While on duty, I'll also remind everyone that the use of cellphones should be limited to necessary work-related activities to prevent distractions in the workplace and help ensure the safety and privacy of all personnel and the patients and families we serve.
- Personal cellphones should be placed on silent mode while you are at work, and departments may establish specific standards regarding the use of cellphones while on duty.

- Certainly, if you see unprofessional behavior occurring by a colleague, please report the incident to your supervisor. Concerns can also be reported to Employee Relations or the Office of Compliance.

**Source: Legal Affairs and Policy Office**

### **Question**

Finally, we received several questions about the potential for market salary adjustments and efforts to minimize the impacts of inflation on employees. Any updates you can share?

### **Answer:**

- Our Human Resources Department regularly reviews our compensation packages and plans to ensure that we remain competitive in the marketplace.
- That work is essential to helping us attract, develop, and retain the very best workforce – including those of you listening.
- There are funds set aside to address areas where adjustments need to be made because of market competitive forces, promotions, and new positions.
- Our analysis occurs year-round, and you may not always hear about it if your particular area is not directly impacted at a specific time.
- Additionally, as I have reinforced in past briefings, we certainly recognize the impact inflation is having on everyone – including our institution.
- We recently extended the 20% cafeteria discount campuswide for UTSW faculty, students, and staff.
- We are rolling back recent inflationary price increases in our North and South Campus cafeterias to make this discount more meaningful.

**(Sources: Mike Serber, Holly Crawford, Jeremy Falke)**