

SERVICE EXCELLENCE AND PROFESSIONAL EXPECTATIONS

Professional Expectations foster supportive teamwork as we work together to make a difference in the health of the people and communities of the tri-state area through healing, caring and teaching. These Professional Expectations are based on the Organization's commitment to one another and to those we are privileged to serve.

The purpose of the Professional Expectations is to provide an employee-driven, management-supported tool that stimulates a positive attitude in every employee and allows each person to feel valued and respected.

The Professional Expectations visibly demonstrate and support our mission and values by providing direction and defining the expectations for each individual at the Organization.

PROFESSIONAL IMAGE

Create a positive environment through personal appearance and the appearance of the Organization.

Personal Appearance

- Adhere to dress code policy and wear identification badge at all times.
- Practice good professional hygiene

Facility Appearance

- Keep it quiet and clean. Help keep noise level down and all areas free of clutter.

COMPASSION

Serve our guests with the utmost care and courtesy

- Listen carefully to what our customers have to say. Avoid interrupting unnecessarily. Treat everyone as if he/she is the most important person in our facility. Rudeness is never acceptable.
- Identify and meet others' immediate need or gladly take them to someone who can.
- Be present (mind, body, and spirit) when dealing with others.
- Spend the necessary time to really know the customer and their needs or limitations.
- Exceed the customers' expectations.
- Thank them for choosing the Organization. Routinely practice an "attitude of gratitude."
- Recognize that every patient, family member and visitor is special.

RESPECT

Treat our customers (including but not exclusive of patients, guests, co-workers, and physicians) with the utmost respect, dignity, courtesy, and confidentiality.

Treat Guests (patients, family members, and visitors) as you would want your family to be treated

- Listen thoughtfully, empathetically, and respond appropriately.
- Respect guests' values, privacy, environment and confidentiality.
- Recognize and respect differing cultures, viewpoints and beliefs.

- Refrain from personal conversation among employees within hearing of patients and visitors.
- Protect the patient's privacy during all aspects of the hospital stay. (i.e., knock before entering, close curtains or doors during exams and procedures, provide a robe or second gown if the patient is in a wheelchair.) Explain that: "we are doing this for your privacy."

Treat colleagues (employees, physicians, volunteers) as customers who deserve professional courtesy, honesty and respect

- Be a team player.
- Welcome newcomers. Be supportive by offering help and setting an example of the cooperation expected in the workplace.
- Be tolerant of fellow employees. Recognize that conflicts may exist among co-workers, but professional courtesy is expected. Set aside differences.
- Do not chastise or embarrass fellow employees in the presence of others. Praise in public, counsel in private.
- Address problems that can't be resolved on an individual basis, by going to the appropriate leader, follow the chain of command, hold the leader accountable by requesting follow-up.

COMMUNICATION

Listen attentively and respond to both verbal and non-verbal messages from guests and co-workers in order to fully understand their needs. Similarly, messages are delivered with courtesy, clarity and care.

Acknowledge guests

- Smile and introduce self and role in the patient's care. Escort a patient, visitor, or family member to their destination when they appear to need directions.

Keep guests appropriately informed

- Use appropriate terms that can be understood by patient/family.
- Communicate appropriately to fit age, gender, and culture of guest.
- Invite and answer questions.
- Provide timely feedback.

Practice telephone etiquette

- Answer calls in a timely manner, identify myself and department, and ask, "How may I help you?" with a "smile" in my voice.
- Ask caller's permission to place them on hold, minimize hold time and thank caller for holding.
- Anticipate patients' needs so they will not have to use their call light, use the script, "Is there anything else I can do for you?"
- Ensure continuity of care by reporting to relief caregivers before leaving work area.
- Check on patients one hour before shift change to minimize requests during report.

Service Recovery (what to do when some aspect of the Organization does not meet the customer's expectations.)

- Let them vent without interruption.

- Apologize for the experience.
- Ask how they would like to see the issue resolved.
- Work toward an acceptable resolution.
- Follow through as promised with all parties involved.

OWNERSHIP / ACCOUNTABILITY

Take pride in acting as an owner, accepting accountability for that ownership. Therefore, along with my colleagues I will ...

Understand and accept responsibility

- Know and understand the responsibilities of my job.
- Take responsibility and initiative to get my job done, and assist others.
- Adhere to all organizational and departmental policies.
- Accept responsibility for my actions, not placing blame on others. Do the right thing.
- Know my personal strengths and limitations
- Assist in making changes when problems are identified or something is unclear.

Act as an ambassador of the Organization

- Report all safety hazards, accidents/incidents immediately.
- Contribute to the safety and security of the working environment.
- Treat the Organization's property with care and respect.
- Represent the Organization positively in the workplace and in the community.