



## **STANDARDS OF PERFORMANCE**

HPHS Associates have established specific behaviors that all associates are expected to practice while on duty or while representing the health system. The Standards revolve around Courtesy, Attitude, Respect and Enthusiasm. The standards are key to establishing the teamwork we practice and are a part of our hiring and evaluation process. For purposes of clarity, the term "associates" is meant to include associates and volunteers; "customers" is meant to include patients, family members, physicians, associates, and visitors. We are all customers of HPHS.

### **C - Courtesy**

*Courtesy is treating others the way you would like to be treated.*

**Elevator/Door Etiquette** – Elevator and door etiquette can create a favorable impression for our customers. We will exhibit good elevator and door manners to ensure safety and excellent customer service.

- Acknowledge all persons with a "Hello" and a smile.
- Let others go before you, whether entering or exiting.
- Wait for riders to exit elevator before stepping in.
- Inquire of others which floor they would like, and push appropriate button.
- Hold door while others enter or exit to prevent door closing.
- If a patient on a stretcher is already on the elevator, wait for the next available one.
- While on elevator, especially with co-workers and customers, maintain a positive attitude.
- Respect others and do not discuss patients, physicians, co-workers, or hospital business.
- Imagine that your elevator journey is being videotaped and behave accordingly.
- Escort a guest to the elevator or door when they are leaving.
- When exiting an elevator with a customer in a wheelchair or on a bed or stretcher, always make sure the way is clear before pushing the customer into the hallway.

**Addressing Customer Needs/Call Lights** – We will provide timely response to customers' needs to demonstrate the care, courtesy and respect our customers deserve.

- It is the responsibility of ALL associates to respond to call lights.
- Do not leave the area until the message has been conveyed to the appropriate caregiver.
- At the nurses' station, call lights should be acknowledged by the fifth ring, stating, "Hello, how may I help you?"
- Use the hand set if at all possible for privacy.
- If you pass a room with an unanswered call light, ask the patient if you could help him/her. If you are able to help the patient, do so and if not, pass the message on to the appropriate caregiver.
- If you are assisting a patient and must leave the room, tell him/her how long you will be gone.
- If you are leaving the floor for a break or lunch, let your patients know that you will be off the floor and that "\_\_\_\_" will assist them while you are unavailable.
- Anticipate the patient's needs to help decrease nurse calls.
- Check on patients one (1) hour before shift change to minimize requests during shift report.
- Do not leave the nursing station unattended during day and evening shifts. Any hospital associate can staff the desk to answer call lights and telephones.

**Customer Waiting** – Recognizing our customers' time as valuable, we provide prompt service, keeping customers informed of delays and making them comfortable while they wait.

- Inform family members of the approximate time span for the procedure.
- Keep customer and/or family members informed at least every 30 minutes of progress.
- Show consideration, be sensitive and apologize for any delays. Thank customer for waiting.
- Escort customer to the testing area.
- Offer customer's family members a drink while they wait.
- Offer to escort customer to the front lobby after testing is complete or call a volunteer to escort.
- Treat customer and family members as if they were your family.
- Be willing to listen to all viewpoints before making a decision.
- Maintain appropriate lighting in all customer waiting areas.
- Customer should not wait longer than one hour for an outpatient procedure (update customer/family members every 30 minutes). Offer to reschedule if customer wishes.

**Communication** - The goal of communication is understanding. We are committed to listening attentively to our customers in order to fully understand their needs. Close attention will be given to both verbal and non-verbal messages. Our messages to customers will be delivered with courtesy, clarity, and care. We will avoid confusing customers by speaking in easily understood terms. Rudeness will never be acceptable.

### **Honesty**

- Fully disclose. Be honest about your comments and what you want.

- Offer a full presentation of the facts.
- Clarify what is being said.
- Identify time frames, details, and needed resources.
- Identify what response is needed, or just FYI.
- Speak openly and let it be known if you cannot share information.

#### **Greetings**

- Greet everyone with a friendly smile and make eye contact, even when passing in the hall.
- Introduce yourself and your department when appropriate.
- Use “*please*,” “*thank you*,” “*sir*,” and “*ma’am*” when appropriate. Please avoid the use of slang terms.
- Be sincere and show your customers you care.
- Ask an open-ended question, such as “*How may I help you?*”
- End every customer encounter with: “*Do you have any questions?*” and “*Is there anything else I can do for you?*”
- Employ the five (5) fundamentals – *acknowledge, introduction, time expectation, explain test, and thank you.*

#### **Listening**

- Listen attentively to your customer. Maintain eye contact and give positive feedback.
- If unable to answer questions, find someone who can.
- Communicate problems and pertinent information to supervisors.
- Assist customers with special communication needs.

#### **Giving Directions**

- Observe customers and visitors. If someone appears to need directions, offer to help. Let customers know that you will assist them to their destinations. If you are unable to personally escort a customer, take them to someone who can.

#### **Telephone Etiquette**

- All associates must know how to operate the telephones in their areas.
- Calls should be answered within three (3) rings.
- When transferring calls, first provide the caller with the correct number in case the call is lost. If the extension that you are transferring the call to is being answered by voice mail, please return to the caller and let them know that the voice mail will be answering their call and ask if they would like to be transferred or would like to try again later.
- Don’t eat, drink, or chew gum while you’re talking on the phone.
- Answer all calls by identifying your department and yourself, asking, “*How may I help you?*”
- Speak clearly in a tone of voice that is alert, pleasant, distinct, and expressive.
- Get the caller’s permission before putting him or her on hold. When you return to the caller, thank the caller for holding.
- Acknowledge the caller on hold every minute and ask if they want to continue.
- Phones will be placed on voice mail only when necessary. Recorded voice messages will be short and to the point.
- Return calls promptly.
- When calling other areas, identify yourself and your department.

#### **E-mail Etiquette**

- Communicate with your most direct leadership member first.
- Keep current with reading and responding to your e-mails.
- Be professional and careful in what you say, sarcasm, and humor can be taken the wrong way. E-mail is easily forwarded.
- Please do not use UPPER CASE to prove a point. This may be considered shouting and offend the reader.
- Read your message before sending it to make sure that you are communicating what you intended, be professional and brief.
- Consider that some things are best delivered in person.
- Use the subject line as often as possible to inform the receiver of the content.

#### **Customer Information & Education**

- Use easily understood and appropriate language when giving customers information about health, special diets, tests, procedures, medication, etc. Avoid technical or professional jargon.
- Reinforce verbal instruction with teaching sheets or written material.
- Customers with special needs (translators, interpreters, amplification devices, etc.) will have those needs addressed by the appropriate departments. (A list of interpreters is available in Meditech Library.)

### **A – Attitude**

*Attitude is willingly helping out whenever and wherever necessary - even if it is “not my job” - and doing whatever is necessary to make the health system everything it can be.*

**Safety Awareness** - Safety is the responsibility of all associates to ensure an accident-free environment.

- We think safe and act safe in order to stay safe.
- Do your job safely. Learn the risks and prevent them. Set an example.
- Know the correct and prompt actions to be taken in time of emergencies.
- Maintain a safe environment by submitting a work order to the appropriate department or letting Plant Operations or Environmental Services know about a problem before someone gets hurt.
- It is our job to make sure that everything stays safe. Learn the proper use of machinery and equipment.
- Rugs at doorways can be safety hazards. Please make sure they are flat.

- Stay off wet floors – observe signs.
- Protect your back when lifting, pushing, pulling, and carrying. Get help when necessary.
- Use protective clothing and equipment when appropriate.
- Report all accidents and incidents promptly and completely.
- Check each patient's name band before each treatment or therapy, using the two approved patient identifiers.
- Encourage patients to ask questions or express concerns. Keep an open dialogue to encourage customer safety.

**Sense of Ownership** – We will exhibit a sense of ownership, taking pride in what we do, feeling responsible for the outcomes of our efforts, and recognizing our work as a reflection of ourselves.

- Help create a culture that taps the full potential of associates and builds an environment that allows all people to feel appreciated, included, and valued.
- Take pride in a job well done and do it to the best of your ability. Strive to do it correctly and efficiently.
- Address problems and concerns promptly with courtesy. Initiate the steps required to correct the problems. If you are unable to meet the request find someone who can.
- Avoid using negative terms such as “short staffed” and “It’s not my job.”
- Take steps to prevent recurrent problems.
- Keep a neat and uncluttered workstation. Pick up after yourself.
- Look beyond your assigned tasks. If you are walking down the hall and see a light bulb that is out, contact the appropriate department to have it replaced.
- Lunches and breaks should be divided among staff. Entire department staff should not leave the department unattended.
- Park in the designated associate parking areas.
- Represent HPHS in a positive way in the community. Be an example to others, which will reflect HPHS standards.
- Take pride in our workplace as if it were your own home.
- Adhere to the organizational and departmental policies.
- Conduct yourself in a professional and courteous manner toward customers, visitors, and co-workers.
- Be proud of our facility and share your knowledge about HPHS in a positive way.
- Respect customers/visitors as if they were in your home.
- Focus on our customers and let their needs be top priority.
- Respect the cleanliness of the buildings and the grounds. It is the responsibility of everyone at HPHS to do their part in keeping our facility neat.
- Know and understand the responsibilities of your job.
- Live the values of HPHS.
- Adhere to organization and departmental policies regarding tardiness, breaks, and lunches. Do not “ride” time clocks by waiting at the phone until it is time to clock out.

#### **Accountability**

- Take responsibility for completing tasks on time.
- Grant the opportunity to discuss or push back, if necessary.
- Equally accept responsibilities (ideas, tasks, etc.) as a team member.
- Voice your opinion.
- Become an owner, not a renter.
- Be focused, prepared, and timely.
- Lead by example – walk the talk.

#### **R – Respect**

*Respect towards customers is keeping their information confidential; respect towards co-workers is treating each other with fairness and courtesy; respect towards the health system is making sure your appearance, as well as the appearance of the facilities, is both neat and professional looking.*

**Privacy/Confidentiality** – The goal of confidentiality and privacy is to create and maintain a secure and trusting environment for all customers, their families and loved ones, and our fellow associates. We will consistently demonstrate our concern for our customers' privacy.

- All information about our customers is strictly confidential. Every associate is responsible for ensuring confidentiality is not compromised.
- Information about patients, their care, and their families must **never** be discussed in public areas (hallways, cafeteria, elevators, waiting areas). Care should be taken when discussing patients in nursing care areas that persons not involved in the patients' care not be present.
- Patient assessments and interviews will be done in private.
- Communicate with patients, their families, and significant others in a private manner.
- Patient records must be kept confidential. DO NOT leave records or charts lying around where they may be viewed by anyone without the need to know.
- Only Marketing/Public Relations department staff or an appointed spokesperson is authorized to release information to the media.
- Protect fellow associates' privacy by eliminating gossip.
- Discussion of a patient's affairs will be restricted to situations where the information is necessary to meet the patient's needs.

- Knock before entering the patient's room.
- Provide proper size gowns and if the customer will be mobile, provide a second gown to be used as a robe. Provide sheets or blankets when customers are being transported.
- Close curtains and/or doors during examinations, procedures, or when needed.
- Noise levels can be a deterrent and can interfere with a patient's recovery. Keep noise to a minimum.

**Appearance** – The dress and personal appearance of associates reflects on HPHS. We will make a positive personal presentation by taking pride in our personal appearance and our facilities' appearance. Our manner and expression, when on any HPHS campus or representing HPHS at a community function, will convey our concern for and willingness to serve our customers.

#### **Personal Appearance**

- Dress and grooming will be in a manner that is tasteful, neat, clean, conservative, and professional.
- Good personal hygiene is expected.
- Identification badges should be in good shape, worn with name and picture visible above the waist.
- Associates should be free of perfumes, colognes, and scented hairsprays and lotions.
- Hairstyles, clothing, and jewelry shall conform to the best standards of business and professional modesty.

#### **Facility Appearance**

- Keep work area free of clutter and litter, pick it up and dispose properly.
- Keep work area free of spills, clean it up or report it to the proper personnel.
- Be especially concerned about areas where spills or debris could cause someone to slip or fall.
- Return equipment and supplies to the proper places.

**Commitment to Co-workers** - HPHS associates are linked to one another by a common purpose - serving our customers and our community. We will honor our co-workers - our teammates - with respect.

- Support the consensus decision.
- Listen openly and acknowledge other opinions / comments.
- Ask for a "time out" if clarification is needed.
- Speak directly with the person responsible first.
- Honor knowledge, expertise, and role in HPHS.
- Involve stakeholders before making decisions.
- Be courteous and tactful, follow the *Golden Rule*.
- Manage up.
- Every job is important.
- Show consideration. Be sensitive to a fellow associates' inconvenience. Avoid "eleventh hour" requests. Consider another's priorities in addition to your own.
- Leave your home problems at home and your work problems at work.
- Resolve differences with others privately in a calm and professional manner. Do not chastise or embarrass fellow associates in the presence of others.
- Give others the benefit of the doubt.
- Be gracious in language and tone of voice. Enhance your communication with *please* and *thank you*.
- Utilize resources available (phone book, menu, eSumner, etc.) to lighten the load of fellow associates.
- Be helpful to new associates.
- Always help each other, working as a team.

#### **Commitment to Physicians**

- Follow the four (4) physician foundations (acknowledge, assist, personalize, and thank).
- Address physicians by name, smile, and make eye contact.
- Introduce yourself if you are not familiar with the doctor or if you're a new associate.
- When the doctor is looking for something, assist them and ask, "May I help you?"
- Make the physician feel welcome.
- When calling the physician make sure you have the patient chart and test results needed in front of you to aid the physician in making needed decisions.
- Work as a team with the physician. Show eager interest in caring for the physician's patient.
- Use "*please*" and "*thank you*", showing appreciation to the physician.
- Avoid unnecessary interruptions of the physician.

### **E – Enthusiasm**

*Enthusiasm is exhibiting eager interest in everything we do.*

#### **Morale**

- Speak in a positive, upbeat manner.
- Be an optimist.
- Celebrate the little wins.