

NEWTON MEMORIAL HOSPITAL
Organizational “Performance Standards”
P-R-A-C-T-I-C-E

P

We Will **Protect the Privacy** Of Our Customers

- Maintain privacy and confidentiality.
- Knock on doors and announce yourself before entering
- Discuss sensitive issues only in private areas where you cannot be overheard.
- Use shred bins for all documents containing protected information.
- Protect patients from public view by using covers, pulling curtains etc.

R

We Will **Respect** Our Customers

- Show our customers we value their time.
- Treat co-workers with the same respect as you would any other customer.
- Acknowledge our customers immediately.
- Respect age, religious, social, cultural, lifestyle differences and diversities.

A

We Will **Act and Dress** Professionally

- Follow the Hospital/Department/Unit specific dress code policies.
- Wear your ID badge facing forward, visible and above the waist line.
- Keep the information on your ID badge clear and readable.
- Help your co-workers.
- Keep the environment clean, safe, orderly and attractive.
- Discuss staffing or other work issues only in private areas where you cannot be overheard.
- Complete Annual Education Update, Employee Health requirements, and maintain current licensure.
- Schedule time off in advance with appropriate approval per Hospital and/or Department policy and provide sufficient notice for absence or change in scheduled shift, per Hospital and/or Department policy.
- Arrive at work timely.

C

T

We Will be **Courteous and Considerate**

General

I

- Greet everyone you see.
- Introduce yourself.
- Always use “please” and “thank you”.
- Offer to escort customers to their destinations.
- Use an open hand to show direction instead of pointing with your finger.
- Use only professional, respectful and friendly language.

Telephone

C

- Answer all calls by identifying your department, your name and “May I help you?”
- Ask permission to place caller on hold.
- Acknowledge caller on hold periodically.
- Thank the caller for holding when you return to the line.

Elevator Etiquette

E

- Stand to the side when waiting for the elevator.
- Wait to enter the elevator until those wishing to exit have done so.
- Wait for another elevator when a patient on a bed or stretcher is on board.
- Use the stairs when possible.

We Will **Target** Our Customers' Needs and Keep Our Customers Informed

P

General

- Identify customers needing assistance and ask them: "May I help you?"
- Communicate what you are doing.
- Anticipate patients' needs.

R

Call Lights

- Answer call lights within three minutes.
- Acknowledge call lights with "How may I help you?"

A

Customer Waiting

- Keep waiting areas neat and clean.
- Inform the customer prior to the appointment if there is a delay.
- Acknowledge and/or update customers in waiting areas every 15 minutes.
- Utilize Service Recovery boxes when a delay is unavoidable.
- Offer refreshments and reading materials to waiting families as appropriate.

We Will Continually **Improve** Processes

C

- Be alert to opportunities to improve the organization's performance.
- Contribute to at least one measurable process improvement initiative each year.
- Share knowledge and information following a seminar or conference to facilitate process improvement.
- Utilize data to drive the measurement of our process improvement efforts.
- Solicit input from your customers (patients, family members, physicians, and co-workers) to improve processes.

T

We Will Show **Commitment to Our Co-Workers.**

I

- Treat every co-worker as a professional.
- Show consideration and respect.
- Be supportive of fellow co-workers by offering assistance.
- Be discrete about what you say at all times.
- Respect the privacy of fellow co-workers.
- Address problems or concerns with the appropriate person in private.

We Will Demonstrate Our Ability to Listen, Understand and **Empathize**

C

Give Attention (Listen)

- Turn toward our customer and make eye contact.
- Observe and be sensitive to the appearance, attitude and behavior of our customer.
- Take the time to listen to what our customer is saying.
 - Suspend your judgment and values
 - Avoid quick-fix solutions
 - Be aware of your own "defensive" triggers

E

Respond & Empathize (Understand)

- Think about how you would feel if you were the customer.
- Summarize what our customer has said i.e. by saying "in other words" or "you're saying that".
- Clarify your understanding of our customers' feelings and concerns.
- Solve our customers concerns if possible.
- Use the Service Recovery Box if appropriate.
- Call a co-worker or a supervisor to address a customer's concern if needed.

I, _____, have received a copy of the Organizational "Performance Standards". I understand that these are the PRACTICE Standards that Newton Memorial Hospital has set forth and I agree to comply with these Standards as a condition of my employment.

Signature: _____

Date: _____