

Community Hospital Performance Standards

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ATTITUDE

At ABC Hospital we believe that we are here to serve our customers.

Our customers' most basic expectation is to be treated with courtesy.

We are committed to providing the highest quality of service and meeting our customers' needs with utmost care and courtesy.

This commitment must be reflected in our behavior.

Attitude

- Recognize the value of a diverse workforce and remain open to new viewpoints, ideas and talents
- Promptly welcome your customers in a friendly manner, smiling warmly and introducing yourself. Don't allow anyone to feel ignored.
- Listen carefully to what our customers have to say. Avoid interrupting people unnecessarily.
- Treat everyone as if he or she is the most important person in our facility.
- Rudeness is never accepted.

Attitude

- Meet the customers' immediate need or gladly take him or her to someone who will
- Apologize for problems and inconveniences
- Thank our customers for choosing our hospital
- Exceed our customers' expectations
- Recognize that our customers have a sense of urgency
- Show them that we value their time
- Customers are not an interruption of our work; they are our reason for being here

APPEARANCE

Our appearance represents the ABC Hospital organization. Therefore, our grooming and dress will reflect our respect for our customers.

While we are on duty, we will first consider our customers' expectations in how we present ourselves. Our manner and expression will convey our concern for and willingness to serve our customers.

We will take pride in our facility and do our part to maintain an uncluttered and litter free work place.

Personal Appearance

- Our dress always will be professional, tasteful, tidy and discreet.
- All customers will be greeted with a warm and friendly smile.
- Identification badges will be properly worn.
- Dress code policies will be followed (proper uniform and clothing, jewelry, perfume/scents).
- Good personal hygiene is expected.

Facility and Environmental Appearance

- When we come across litter, we will pick it up and dispose of it properly.
- When we spot spills, we will see to it that they are cleaned up. We will be especially concerned about any debris or spill that could cause someone to slip and fall.
- Equipment will be returned to its proper place.

COMMUNICATION

The goal of communication is understanding. We must be committed to listening attentively to our customers in order to fully understand their needs, including the recognition and acceptance of diverse backgrounds. Close attention should be given to both verbal and nonverbal messages.

Our messages to customers should be delivered with courtesy, clarity and care. We must avoid confusing customers and speak in terms they can easily understand.

Greetings and Introductions

- Every customer will be greeted with a warm and friendly smile.
- Employees will introduce themselves promptly.
- Use "please" and "thank you," "sir" and "ma'am" in all conversations when appropriate.
- Listen to your customers' concerns in ways that show them you care.

Telephone Etiquette

- All employees must know how to operate the telephones in their areas. When transferring a call, first provide the caller with the correct number in case the call is lost.
- Calls must be answered within three rings.
- Answer all calls by identifying your department and yourself, asking "How may I help you?" or the equivalent. Speak clearly.
- Get the caller's permission before putting him or her on hold. Thank the caller for holding when you return to that line.

Telephone Etiquette

- Callers on hold will be acknowledged periodically, given the status of their calls and asked if they want to continue to hold.
- Phones will be placed on voice mail only when necessary. Recorded voice mail messages will be kept short and to the point. Avoid leaving complex messages.
- Return calls promptly.

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 destination.
- If you are unable to personally escort a customer, take him or her to someone who can.

Customer Information and Education

- Collaborate with each patient's physician to help reinforce information that physician provided.
- Use easily understood and appropriate language when giving patients information about health, special diets, tests, procedures, medications, etc. Avoid technical or professional jargon.
- Reinforce verbal instruction with teaching sheets or other written material whenever possible.

Customer Information and Education

- Whenever possible, a multi-disciplinary approach will be used when providing patients and their families with information regarding tests and procedures.
- Customers with special needs (i.e., translators for non-English speaking customers, interpreters, amplification devices and closed captioned television for the hearing impaired) will have those needs addressed by appropriate departments.

Confidentiality

- Information about patients is strictly confidential. Each employee is responsible for ensuring that it is not compromised.
- Information about patients and their care must never be discussed in public areas such as elevators, lobbies, the cafeteria or waiting rooms. Likewise, hospital business should not be discussed in public areas.
- Only house supervisors and members of the community relations staff are authorized to release information about patients. That information is generally limited to the patient's name, age and condition.

Follow-Through

- All employees will provide appropriate information to their supervisors to ensure proper decisions are made based on the organization's values.

CALL LIGHTS

We will answer call lights in a way that demonstrates the care, courtesy and respect our customers deserve

- All Hospital employees are responsible for answering patients' call lights.
- Do not leave the nursing station unattended during day and evening shifts. Any hospital employee can staff the desk to answer call lights and telephones.
- If you are passing a room even on another floor and see an unanswered call light, ask the patient, "What can your nurse bring you?" Do not leave the floor until you are sure the message has been conveyed to the proper caregiver.
- At the nursing station, call lights will be acknowledged by the fifth ring. Address the patient by name and ask, "What can your nurse bring you?"

CALL-LIGHTS

- Anticipate patients' needs (i.e., set up for meals, toileting, transport, etc.).
- The appropriate caregiver will respond to a patient's call or request within three minutes. If the caregiver is busy with another patient, an appropriate co-worker will meet the request.
- Ensure continuity of care by properly reporting to relief caregivers before leaving the floor for breaks, meals or other reasons. Return from breaks and meals promptly.
- Offer to help one another.
- Notify the patient when you will return rather than having the patient call back.
- Check on patients one hour before shift change to minimize patient requests during shift change report.

COMMITMENT TO CO-WORKERS

As Hospital employees, we are linked to one another by a common purpose: serving our patients and our community.

Our co-workers, therefore, are our teammates. They deserve our respect. Without their contributions, none of us could perform our jobs.

Just as we rely on our fellow employees, they rely upon us. Each of us has obligations to our co-workers.

Commitment to Co-Workers

- Rudeness is never appropriate. We must at all times treat one another with courtesy and respect.
- Treat every co-worker as a professional. Recognize that we each have an area of expertise.
- Show consideration. Be sensitive to a fellow employee's inconvenience. Avoid eleventh hour requests. Consider another's priorities in addition to your own.
- Be tolerant of fellow employees. Recognize that conflicts may exist among co-workers, but professional courtesy is expected. Set aside differences when working together. Realize we all have personal shortcomings.

Commitment to Co-Workers

- Be supportive of fellow employees. Offer help when possible. Cooperation is expected in the workplace.
- Be loyal to your co-workers and the Hospital organization.
- Do not undermine other people's work. Be discreet about what you say.
- Welcome new employees, Be supportive by offering help and setting an example of the cooperation expected in the workplace.
- Be honest in all interactions with co-workers.
- Respect the privacy of fellow employees.

Commitment to Co-Workers

- Do not chastise or embarrass fellow employees in the presence of others.
- Address problems by going to the appropriate supervisor. Remember that non-supervisory employees may not have the authority to make procedural changes.
- Relate to all co-workers fairly regardless of age, gender, disability, race, creed or national origin.

CUSTOMER WAITING

At ABC Hospital we recognize that our customers' time is very valuable. We strive to provide our customers with prompt service, always keeping them informed of delays and making them comfortable while they wait.

Customer Waiting

- Educate families about the process. Family members need to know that procedures generally do not begin as soon as customers enter the area.
- Provide a comfortable atmosphere for waiting customers.
- If it becomes apparent that a scheduled procedure or exam will be delayed, inform the customer prior to the appointment. In the case of an outpatient procedure, let the customer decide whether to come in later or make a new appointment.
- If there must be a wait, the acceptable waiting time for a scheduled appointment is 10 minutes. Apologize if there is a delay, and if appropriate, offer a new appointment if the procedure can be rescheduled.

Customer Waiting

- If there must be a wait, the acceptable waiting time for nonscheduled visits is one hour. However, customers may experience further delays while undergoing multiple tests or while patients with more serious conditions are being treated. In such situations, customers must be updated about their status at least every 30 minutes.
- Offer refreshments and reading materials to waiting families
- Customers' families are as important as the customers. Update family members periodically-at least hourly while a customer is undergoing a procedure.
- Always thank customers for waiting and apologize for delays.

ELEVATOR ETIQUETTE

- Elevator etiquette can create a favorable impression for our patients, visitors and co-workers. Good elevator manners contribute to patient satisfaction and smooth transportation.
- Use the elevator as an opportunity to make a favorable impression. Smile at and speak to fellow passengers.
- Do not discuss patients, their care or hospital business on elevators to safeguard patient confidentiality and to maintain organizational integrity.
- When a patient on a bed or stretcher is being transported by elevator, don't allow that patient to be surrounded by other visitors or employees. Politely ask the others to wait for another elevator.

Elevator Etiquette

- Pause briefly before attempting to board an elevator so that you don't block the way for anyone wishing to exit.
- Once on an elevator, make room for others and hold the door or "door open" button for them.
- Don't monopolize the space in the middle of an elevator so you can make a quick exit. This exhibits an inconsiderate "me first" mentality. Allow patients and people with disabilities to be near the elevator door.
- If you are escorting someone, hold the elevator door and allow that person to enter first. When leaving the elevator, exit and hold the door if possible.
- If you are escorting someone who is leaving the building, walk that person to the elevator.

PRIVACY

We will ensure our customers' right to privacy and modesty by creating and maintaining a secure and trusting environment. When entrusted with a customer's affairs, we will treat all information as confidential. Discussion of these matters will be restricted to situations where the information is necessary to meet the customer's health needs.

Our concern for customers' privacy will help promote peace of mind and lessen their anxiety.

Confidentiality

- Do not discuss our customers in public areas (i.e., elevators, hallways, cafeteria, etc.).
- Interview customers in privacy. Close doors if available; close curtains when indicated or keep a distance between customers when interviewing them, depending on what is feasible.
- Communicate with our customers' families and significant others in a private manner.
- Respect our co-workers' privacy by eliminating gossip. Our customers also hear this unprofessional talk.
- Telephone conversations between employees and customers should always be conducted with discretion.
- Patient records must be kept confidential.

Modesty

- Always knock before entering.
- Provide the proper size gowns for our customers.
- Provide a robe or second gown when a customer is ambulating or in a wheelchair. Provide sheets or blankets when a customer is being transported.
- Close curtains or doors during examinations, procedures or when otherwise needed.

SAFETY AWARENESS

Safety will be the responsibility of all Hospital employees to ensure an accident-free environment. "Think safe, act safe, be safe and stay safe" is the safety awareness creed. That is a fundamental part of your job performance. Accidents are the result of actions and attitudes that you can help eliminate.

Maintain a Safe Environment

- Report all accidents and incidents promptly and completely.
- If you see a safety hazard, correct it if possible; report it if not.
- Do not take unnecessary chances.
- Know the policies and procedures, both hospital-wide and departmentally, relating to safety issues.
- Practice safety as a courtesy to your co-workers, your patients and all others.
- Protect your back when lifting, pushing, pulling or carrying. Get help when necessary.

Maintain a Safe Environment

- Be aware of potential chemical hazards; it is your right to know.
- Respect all machinery. Be sure it is in good working order and use it in the proper manner.
- Use protective clothing and equipment when appropriate.
- Prevent slips, trips and falls.
- Be prepared for emergencies and know the correct and prompt actions to take.
- If in doubt, ASK.

SENSE OF OWNERSHIP

Every Hospital employee must feel a sense of ownership toward his or her job. By this we mean taking pride in what we do, feeling responsible for the outcomes of our efforts, and recognizing our work as a reflection of ourselves.

Take pride in this organization as if you owned it.

Sense of Ownership

- Be sure you know and understand the responsibilities of your job. Take charge of and accept these responsibilities.
- Adhere to organization and departmental policies regarding tardiness, breaks and time clocks.
- Keep your work area and surrounding environment clean and safe.
- Strive to do the job right the first time. Focus on the customers' needs.
- Look beyond your assigned tasks. Your responsibility does not end where your co-workers' responsibilities begin. In most situations, responsibilities merge and blend. When it is appropriate for you to perform a service, do so.

Sense of Ownership

- Do not say, "It's not my job." If you are unable to meet a request, be responsible for finding someone who can.
- Perform your work in a timely manner. Meet customers' needs as soon as possible.
- Pay attention to details.
- Complete tasks. If interrupted, return to the job as soon as possible. If you are unable to finish a task, find someone who can.

Sense of Ownership

- Conduct yourself as a professional.
- Live the values of this organization.
- Help create a culture that taps the full potential of employees and builds an environment that allows all people to feel appreciated, included and valued.