Service Excellence

PCRAFT
Standards of Performance

StLuke's
HOSPITAL
& Health Network

My Health: My Hospital.™

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HOSPITAL
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My Health: My Hospital.™

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At St. Luke’s Hospital & Health Network, our people are the source of our strength; their commitment and involvement determine our future success.

Treat others as you would like someone you care about to be treated.
Introduction

For a number of years, we have been on a journey to enhance customer satisfaction at St. Luke’s Hospital & Health Network.

Our Administration has made Service Excellence a high priority and has commissioned the development of performance standards, which the staff and volunteers are required to practice while on duty. By incorporating them as standards of performance, we reinforce these behaviors, make it clear that they are expected, and encourage staff and volunteers to be diligent about practicing them.
Our Mission, Vision and Values

Mission
The mission of St. Luke’s Hospital & Health Network is to provide compassionate, excellent quality and cost-effective health care to residents of the communities we serve regardless of their ability to pay.

The mission will be accomplished by:

• Making the patients our highest priority.
• Promoting health and continuously improving care provided to heal the sick and injured,
• Coordinating and integrating services into a seamless system of care,
• Improving the level of service provided throughout the Network,
• Ensuring all health care services are relevant to the needs of the community,
• Striving to maximize the satisfaction of our employees, patients, medical staff, volunteers, and
• Training allied health professionals, nursing and medical students, and residents in a variety of specialties and to attract them to practice with the Network’s service area.

Vision
St. Luke’s Hospital & Health Network will forever change the perception that health care is difficult to access by making it EASY for patients and physicians to use our services.

St. Luke’s Hospital & Health Network will perform in the top decile for each diagnosis in national pay-for-performance programs.

Vision for Patient Satisfaction
St. Luke’s Hospital & Health Network wants to set the industry standard for achieving and sustaining the highest level of patient satisfaction for our patients and their family members in every encounter.
# Service Excellence

## Values

<table>
<thead>
<tr>
<th>P</th>
<th>Pride</th>
<th>We take pride in our accomplishments and in our organization.</th>
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</thead>
<tbody>
<tr>
<td>C</td>
<td>Caring</td>
<td>We show consideration for others and their feelings. We treat others as we want to be treated.</td>
</tr>
<tr>
<td>R</td>
<td>Respect</td>
<td>We recognized the value, diversity and importance of each other, those we serve and the organization.</td>
</tr>
<tr>
<td>A</td>
<td>Accountability</td>
<td>We are responsible to make decisions and solve problems in a timely and effective manner.</td>
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<tr>
<td>F</td>
<td>Flexibility</td>
<td>We adapt to the changing needs and expectations of those we serve.</td>
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<tr>
<td>T</td>
<td>Teamwork</td>
<td>We work together to improve quality.</td>
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## Pride

- Consistently take initiative towards self improvement, professional growth.
- Take an active role in improving customer satisfaction, internal and external, and improved clinical outcomes.
- Demonstrate pride with a positive attitude, role modeling, and supporting network vision and mission.
- Work is consistently accurate, neat, thorough, and attention to detail.
- Welcome and mentor newcomers including students, interns and volunteers.
- Take care of self. Recognize limitations and seek support when needed.

## Appearance

**Staff and Volunteers**

- Look the part. Be neat, clean and professional.
- Use good personal hygiene.
- Follow dress code policies and wears ID badge at eye level at all times.
Facility

- Refrain from eating in work/lobby areas which are viewable by the public.
- Maintain a neat and professional work area.
- Pick up and dispose of litter.
- Clean equipment prior to returning it to its proper place.
- Smoke only in designated areas.

Caring

- Demonstrate positive customer service behavior to all customers.
- Consistently show consideration in work, tone, and non-verbal communication to patients, families and peers.
- Consistently identify patient/family needs and communicate to team members in a timely manner. Follow through as appropriate.
- Take initiative in going above and beyond to meet patient and family needs.

Attitude

- Treat everyone as if he or she is the most important person in our facility.
- Our job is to serve our customers and provide high quality services with care, courtesy, and empathy.
- Acknowledge a customer’s presence immediately and introduce self. Make eye contact, smile, say hello.
- Recognize that our customers have a sense of urgency and show them that we value their time.
- Anticipate and respond to customers’ needs.
- Treat everyone with courtesy, honesty, respect, and tolerance, even in difficult situations.
- The last staff member or volunteer who has contact with a patient/customer before discharge/departure should always verbalize appreciation for the opportunity to provide care. Say, “Thank you for allowing us to serve/assist/care for you.”
- Be receptive to new ideas.
Confidentiality

- Information about patients, staff, volunteers and the organization is strictly confidential. Each staff member and volunteer is responsible for ensuring that confidentiality is not compromised.

- Information about patients and their care must never be discussed in public areas such as hallways, elevators, lobbies, the cafeteria or waiting rooms. Likewise, hospital business should not be discussed in public areas inside or outside the hospital.

- Only authorized staff and volunteers are permitted to release information about patients. If asked for information and you are not certain if you should release the information, say, “In order to maintain patient privacy, please let me refer your request to the appropriate person.”

- Maintain confidentiality when using wireless phones.

Privacy

- Knock, identify self and ask permission before entering a patient’s room, cubicle or office.

- Close curtains or doors during exams and procedures.

- Provide adequate covering for patients at all times (e.g., robe, second gown, blanket).

Respect

Communication

- Call people by their proper name. Address them respectfully.

- When someone appears to need directions or looks confused, ask, “How may I help you?” Escort them to their destination, as appropriate.

- Listen to customers. Be courteous and kind. Use kind words and polite gestures. Avoid interrupting.

- Say “Please” and “Thank You.”

- Listen, act and follow through.

- Demonstrate consideration for others’ feelings. Treat others as we want to be treated.

- Maintain confidentiality and privacy.

- Explain what he/she is doing and what people can expect in terms they will understand.

- Do not use offensive language.

- Take responsibility for requests for information. If information is not readily available, follow up.
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- Make sure all gowns are the right size for the patient.
- Communicate with our customers’ families and significant others in a private manner.

**Accountability**

- Complete practice and regulatory competencies within established timeframe.
- Accept responsibility for unit and department performance.
- Display solid judgment in making decisions and creating action.
- Demonstrate respect for the inherent worth and dignity of all people in all interactions.
- Display professional behavior and appearance as defined in policies.

**Attendance**

- Maintain regular and predictable attendance as per unit/hospital policy.
- Comply with organizational/departmental-specific guidelines.
- Report for work prepared and on time.

**Customer Waiting**

- Customers are not an interruption of our work; they are our reason for being here.
- Educate families about processes, answer questions and check for understanding.
- Provide a comfortable atmosphere for waiting.
- If a delay occurs, provide an apology and possible alternatives (offer a new appointment if the procedure can be rescheduled.) Say, “Please accept our apology for any inconvenience.” (Provide a reason, if possible, without blaming others.)
- Always “thank” the customer for waiting.
- If a procedure takes longer than the expected time, update family members periodically—at least hourly.

**Safety Awareness**

- Know the policies and procedures, both organizationally and departmentally, relating to safety issues.
- Report all accidents and incidents promptly and completely.
- Upon discovering a safety hazard, correct it if possible; report it if not.
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- Use protective clothing, gear and procedures as appropriate.
- Do not take unnecessary chances.
- Practice safety as a courtesy to co-workers, patients, and all others.
- Protect back when lifting, pushing, or carrying. Get help when necessary.
- Be aware of potential chemical hazards; it is everyone’s right to know.
- Ensure all equipment is in good working order and use it in the proper manner.
- Prevent slips, trips and falls.
- Be prepared for emergencies and know the correct and prompt actions to take.
- If in doubt, ASK!

Flexibility

- Support and readily adjust to constantly changing environment.
- Assist others to respond to the changing work needs and demands.
- Act as a positive example to others.
- Seek opportunities to do and learn more.
- Consider the impact on others when making decisions.

Teamwork

- Treat others as you would like someone you care about to be treated.
- Take the initiative to support the team by assisting with tasks/procedures to reach a common goal.
- Expect that knowledge and expertise will be shared with all members of the team.
- Build team spirit, energy, excitement, and enthusiasm.
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Commitment to Self/Co-workers

- We are teammates! Cooperate and support one another.
- Arrive on time for scheduled meetings.
- Take the Initiative: Just because something is “not your job” doesn’t mean you can’t help or find someone who can help.
- Follow through. Do what you say you will do.
- Welcome, help, and mentor newcomers, including volunteers.
- Do not undermine other people’s work.
- Praise and acknowledge contributions and favors whenever possible.
- Praise in public, and address sensitive issues in private.
- Do not chastise, embarrass or blame fellow staff members, volunteers or departments.
- Avoid last-minute requests, and offer to help fellow staff members and volunteers whenever possible.
- Take care of self, realize limitations, and seek support when needed.

Customer Information and Education

- Take advantage of opportunities for improvement.
- Follow proper chain-of-command when addressing issues/concerns.
- Treat every co-worker as a professional. Recognize that everyone has an area of expertise. Share knowledge with others as appropriate.

- Collaborate with each patient’s appropriate health care worker to help reinforce the patient’s health care plan.
- Use easily-understood and appropriate language when giving patients information about health, special diets, procedures, tests, medications, etc. Avoid technical or professional jargon.
- Reinforce verbal instructions with patient and family members by using teaching sheets or other written material whenever possible.
- Ensure that customers with special needs (e.g., translators for non-English speaking customers, interpreters, and amplification devices) will have those needs addressed by appropriate departments.
Service Tips

Call Bell Etiquette

• Assure that call bells are within patient reach.

• Accept responsibility for answering patient call bells and nursing station telephones. Just because something is not your job doesn’t mean you can’t help or find someone who can. Say, “Hello, I’m (first name). Do you need assistance? I’ll notify someone who will be able to assist you.”

• Acknowledge call bells by the 5th ring in person, if possible, with response by the appropriate caregiver within 5 minutes.

• Address patient by their proper name, if known.

• When answering intercoms ask, “How may I help you?”

• Answer call bells in person after 11 pm.

To reduce call bells:

• Before leaving a patient’s room, ask, “Is there anything else I can do for you?”

• Check on patients one hour before the end of your shift to minimize requests during report.

• Ensure continuity of care by reporting to relief caregivers before leaving the floor.

Telephone Etiquette

• Know how to operate the telephone in your area.

• Every attempt should be made to answer calls within 3 rings.

• Speak clearly and with a pleasing tone.

• Do not eat or chew gum while on the phone.

• Answer phone calls with greeting (hello or good morning/good afternoon, etc.), the department, first name, (include title if in a clinical area), and ask, “May I help you?”

• At the end of the call, ask, “Is there anything else I can do for you?”

• Return calls promptly.

• Identify self when calling other departments.

• Ask caller’s permission before putting him or her on hold.

• “Thank” the caller for holding.

• Before transferring a call, say, “I’m going to transfer you to name of person/department. That extension is ______. Please hold.”

• Announce transferred calls to the receiving party before hanging up.
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• Personal voice mail greeting must reflect changes in availability or transfer/forward your phone to another line.

• Acknowledge an e-mail or voice mail message within 24 hours.

• Personal calls should be made during meal time or breaks.

Elevator Etiquette

• Hold the door open for approaching passengers.

• Always smile and speak with fellow passengers.

• When transporting patients in wheelchairs, always face them toward the door and exits with care.

• If a patient is being transported in a bed or on a stretcher, step off and/or wait for another elevator, unless responding to an emergency.

• Wait until those on the elevator exit before entering.

• Step aside or go to the back to make room for others.

• Allow guests to enter the elevator first.

Conclusion

• Take pride in our organization.

• Understand and accept the responsibilities of the job.

• Adhere to policies and procedures.

• Live the values of the organization.

• Do the right thing.

Be a Concierge

“A conscientious professional dedicated to providing ultimate personal and professional services.”