

ROCHELLE COMMUNITY HOSPITAL

Service Excellence Standards of Behavior

The goal of Rochelle Community Hospital is to choose employees who exemplify an excellent standard of behavior. A set of performance standards have been developed by the employees of Rochelle Community Hospital to establish specific behaviors that all employees are expected to practice while on duty or at any hospital sponsored function/activity. By incorporating these standards as a measure of overall work performance, Rochelle Community Hospital makes it clear that employees are expected to practice the following standards of behavior.

Project Professionalism

I am Rochelle Community Hospital. I strive to create a positive environment through my personal appearance and the appearance of the organization for which I work. Therefore, along with my colleagues I will...

Personal Appearance:

- Always wear my name tag fully visible, on the upper part of my body.
- Adhere to department dress code as it appears in the employee handbook.
- Practice good personal hygiene.

Facility Appearance:

- Pick up and dispose of any litter I come across.
- Keep hallways clear of unnecessary clutter and equipment.
- Report spills or unsafe conditions to housekeeping or maintenance, or clean them up myself if I am able.

Respectful Communications

I am Rochelle Community Hospital. I will strive to make all interactions with guests and coworkers a positive experience. Therefore, along with my colleagues I will...

Telephone/Paging/Radio Etiquette:

- Strive to answer every call within 3 rings.
- Greet every caller and identify my department, my name and ask, "How may I help you?"

- Transfer a call in the following way:
 - Ask the caller if they are able to hold
 - Explain where I am transferring the caller and to whom
 - Give the caller the number for future reference in case they are disconnected.
- Change the greeting on my voice mail and use e-mail when I am going to be away from my office. I will answer voice mail and e-mails in a timely manner.
- Keep overhead paging to a minimum. When paging overhead, speak clearly and in a positive manner.
- Keep radio volumes to a minimum. Radio communications will be professional, respectful and courteous.

Communication: Guest Relations

- Introduce myself and explain my role in the guest’s care and what they can expect.
- Provide each guest, or their representative with a clear explanation of care. Explain what I will be doing.
- Notify the guest of shift changes and introduce my coworkers and explain their qualifications.
- Listen and respond to both verbal and nonverbal messages.
- Maintain eye contact.
- Use tools provided by the hospital for language barriers. (Language line, Interpreters)
- Keep Verbal and Non-verbal behaviors courteous, as if meeting someone for the first time.

Staff Communication:

- Assume the best and speak positively about others-praise whenever possible.
- Recognize and support the skills of individuals as well as team member’s work.
- Show respect for coworkers by openly and assertively discussing concerns with the coworker when they arise.
- Discuss concerns in an appropriate, private setting for a conversation. Never in a patient or public area.
- Be respectful of race, politics and religion.
- Address problems that can’t be resolved on an individual basis, by going to the appropriate leader, following the chain of command, and holding the leader accountable by requesting follow-up.
- Not engage in or listen to negativity or gossip. I will recognize that listening without acting to stop it is the same as participating.

Service Excellence

I am Rochelle Community Hospital. I take pride in my actions as an employee of Rochelle Community Hospital. Therefore, along with my colleagues I will...

Keep Guests Informed:

- Use terms that can be understood by all guests.
- Invite and answer questions.
- Summarize what you heard to confirm your understanding.

Public Areas/Elevator Manners:

- Not discuss guests, their care, hospital business or personal issues while in elevators. Keep my voice at a minimal volume.
- When transporting guests in wheelchairs, always face them toward the elevator door.
- When a guest in a bed or stretcher is being transported by elevator, not allow that guest to be surrounded by other guests or employees. I will politely ask others to wait for another elevator.
- Always allow others to exit the elevator first, before getting on.

Call Lights:

- Answer all call lights within three minutes. I understand call lights are the responsibility of **ALL** staff. I will address the patient by name and find appropriate assistance when necessary.
- Ensure that equipment alarms, IV pumps etc. will be attended to by appropriate staff within three minutes of alarming.

Personal Ownership & Accountability

I am Rochelle Community Hospital. I take pride in acting as an owner of my hospital and I accept accountability for that ownership. Therefore, along with my colleagues I will...

Anticipate and exceed guests' needs and expectations:

- Treat guests (patients, family members and visitors) as I would want my family to be treated.
- Acknowledge guests- Immediately greet people in the hallways in a friendly manner, with a friendly attitude and a smile.
- Walk guests to their destination when they need directions.
- Always knock before entering a room or office. Take all appropriate steps to protect guest privacy.
- Inform guests about any noise or discomfort they might experience.
- Help my department define standards and expectations for wait times.
- Anticipate and explain delays; communicate frequently with your guests, at least every 15 minutes and apologize for the inconvenience

by saying, "I'm sorry you have to wait and I apologize for any inconvenience. Thank you for your patience" I won't give excuses.

- Listen thoughtfully empathetically, and respond appropriately.
- Address every request or concern until it is resolved or until someone else accepts responsibility for its resolution.
- Always thank our guests for choosing our medical facility.

Understand and accept responsibility:

- Take responsibility and initiative to get my job done and assist others. Help others before being asked.
- Accept responsibility for my actions, not placing blame on others-Do the right thing.
- Acknowledge that if I am unable to solve a problem for a guest, I will say, "I can't help you with that but let me find someone who can." Stay with the guest until the problem is solved, or someone else takes responsibility.
- Park only in areas designated for employees.

Act as an ambassador of Rochelle Community Hospital:

- Speak positively about and take pride in Rochelle Community Hospital at all times.
- Represent Rochelle Community Hospital positively in the workplace.
- Represent Rochelle Community Hospital positively in the community. Behaviors including criticizing, condemning and complaining about Rochelle Community Hospital in public are not consistent with this Standard of Service Excellence.
- Assist with hospital sponsored functions whenever possible.
- Reward and recognize team members who assist with hospital sponsored functions that promote fun, involvement and teambuilding.

I have read and understand these Standards of Behavior and agree to comply with and practice the Standards outlined above.

Signature of Employee/Applicant Date

Leader Date