



**District One Hospital
Hardwiring Excellence
Standards of
Service Excellence**

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To our fellow employees:

Congratulations on being a part of the District One Hospital team!

We have a strong mission of providing excellence in healthcare and promoting lifelong wellness in the communities that we serve. We wish to be the first choice in health care. Being a leader in customer service sets us apart from other health care organizations as we constantly strive to be the best of the best.

As employees of District One Hospital, we have a wonderful opportunity to practice excellence in customer service. We take pride in meeting and surpassing the expectations of patients, families, physicians, volunteers, vendors and each other all of the time. We will honor the trust placed in us by treating everyone with dignity recognizing unique social, economic and personal diversity.

With this in mind, we have developed standards of behavior to guide our staff in achieving and maintaining service excellence. We take great pride in the wonderful care and service at District One.

We look forward to the challenges ahead as we confidently achieve our mission.

Sincerely,
The Behavior Standards Committee

Standard One

Commitment to Co-Workers

I will be punctual and prepared to work at my scheduled time.

I will greet my co-workers with a smile and verbal acknowledgement.

I will recognize my fellow employees as teammates.

I will treat my fellow employees with honesty, kindness, and respect.

I will recognize that we each have an area of expertise and will value each individual for the job they do.

I will respect co-workers' privacy by eliminating gossip.

I will recognize that conflicts may exist among co-workers, however professional courtesy is expected. I will set aside differences when working together and realize that we all have shortcomings and diverse personalities.

I will engage in conflict resolution directly or through appropriate organizational chain of command.

I will not criticize or embarrass another employee in front of staff, patients, or visitors.

I will welcome and mentor new employees and students by being supportive, offering to help, and by setting an example of the cooperation expected in the work place.

I will encourage and promote the advancement of skill development of my fellow employee.

I will never discuss department issues in public areas.

I will be responsible for hospital information through communication books, e-mail and Hospital Happenings.

Standard Two

Personal Appearance

My appearance represents District One Hospital to the public and reflects respect for patients, customers, co-workers and ourselves.

I will dress according to the written Employee Appearance policy and take pride in my appearance.

Environmental Appearance

I will take pride in the appearance of District One Hospital and its surrounding campus.

I understand the appearance of District One Hospital is everyone's responsibility. I will give particular attention to potential eyesores such as cluttered halls, cluttered countertops, messy desks, trash on the ground, etc.

I will keep my personal and shared work area neat and organized. I will clean it at the end of my shift.

I will not have food items visible to the public in work areas. (i.e. reception/ registration desks, nursing stations).

I will keep beverages in a container of not more than 24 oz. size in public areas.

I will remember that District One Hospital and the surrounding campus are smoke free.

Standard Three Communication Etiquette

I will identify my department and myself when answering the phone and when placing a call or leaving a voice message to another department.

I will answer telephone calls promptly and return telephone calls/voicemails within 24 hours when possible.

I will keep voicemail greetings and messages short and to the point.

I will refrain from speaking on the phone when eating or chewing gum.

I will ask the callers permission before placing them on hold and provide a reason when doing so. I will periodically ask if the caller would like to continue to hold or leave a message, and thank the caller for holding.

I will be courteous and refrain from unnecessary conversation when others are using the telephone.

In order to show respect to the patient, I will communicate quietly and professionally with my co-workers.

When transferring a call, I will provide the caller with the correct number in case the call is lost.

I will place my personal cell phone on a non-audible setting when at work and only use it on breaks.

I will routinely check my e-mail and respond to messages within 24 hours when possible.

I will practice AIDET when dealing with customers and co-workers.

Standard Four

Compliance

I will follow the Acknowledgement of HIPAA Privacy Rule Training and Confidentiality Statement signed annually by all District One employees.

I will abide by the statutes of the Healthcare Compliance Charter, found on the DOH Net within Policies.

I will comply with federal and state guidelines pertaining to hospital practices as they apply to my department.

I will report fraud or abuse regarding billing or other hospital practices.

Standard Five

Patient Confidentiality/Privacy and Modesty

I will adhere to the Confidentiality Statement signed annually by all District One employees.

I will address/interview patients and family in private whenever possible.

I will always knock and identify myself before entering a room.

I will conduct telephone conversations in a confidential manner.

I will close curtains or doors during examinations, procedures or as otherwise indicated.

I will assure the security of the computer by logging off when leaving the workstation.

Standard Six

Safety/Security

I will follow the policies of the Red Safety manual and my department safety policies.

I will report any possible security violation on the hospital campus to my manager or to the nursing supervisor on weekends or after hours.

I will report any suspected criminal activity to local law enforcement.

I will not risk physical security of the building by blocking open doors.

I will be responsible for the security of my identification badge and the keys issued to me and will report loss of either to my manager.