

2020-2021 SERVICE STANDARDS

These standards are a commitment upheld by all staff members of Northside Hospital and its affiliated entities

Professionalism

- We will facilitate a kind work environment by demonstrating respect and courtesy to patients, visitors and co-workers
- We will greet all patients, visitors and coworkers while making appropriate eye contact
- We will introduce ourselves and our role, wear name badges at all times and adhere to the organization's dress code and departmental standards
- We will conduct personal conversations in private, non-patient/ family areas and refrain from using cell phones in all public areas
- We will be mindful and take responsibility for the cleanliness and safety of the organization's environment and pick up any litter or debris
- We will be aware and sensitive to our body language and use tone of voice that is respectful when communicating with patients, visitors, and coworkers

Communication

- We will describe procedures, treatments and services before beginning and provide explanations regarding any delays
- We will use easily-understood and appropriate language when communicating with patients, families, coworkers and others
- We will speak positively of patients, visitors, and coworkers
- We will use professional and service-oriented phone etiquette at all times
- We will incorporate principles from our "Kindness Through Communication" program into interactions with patients, families, coworkers, and others

Responsiveness

- We will anticipate and respond to the needs and expectations of others throughout the organization
- We will anticipate and provide updates to patients, families and customers concerning wait times, thank patients and families for waiting and apologize for any delays
- We will take action to solve problems without prompting throughout the organization
- We will quickly respond to any patient, family or customer concerns or questions and assume ownership of all issues brought to our attention
- We will elevate concerns to appropriate staff or leaders

Ownership and Accountability

- We will work consciously to promote patient, visitor and staff safety
- We will take personal responsibility for decisions and actions
- We will maintain the confidentiality of all information acquired in the course of our work (i.e. patient protected health and non-public proprietary company information)
- We will be good stewards of the organization's resources
- We will participate in process improvement activities and take part in creating solutions
- We will demonstrate kindness and cooperation with leaders, coworkers, patients, customers and vendors to ensure quality patient care and safety

Care and Compassion

- We will create an environment of kindness through the creation of meaningful connections with patients, families, coworkers, and others
- We will demonstrate care, compassion and sensitivity at all times to all patients, visitors and coworkers.
- We will demonstrate kindness by providing emotional support to others and offer appropriate resources as needed (Spiritual Health and Education, Care Coordinators, Patient Relations, Interpretation Services, LifeCare Services)
- We will learn about our patients and honor their individuality
- We will demonstrate sensitivity and respect to all, including those whose language, culture and experiences may be different from our own
- We will maintain a patient focus at all times
- We will encourage patients, families and customers, to ask questions, express any concerns and invite them to participate in the decision process

Commitment to Co-Workers

- We will demonstrate team work by working collaboratively toward achieving positive outcomes and resolving problems
- We will avoid threatening, intimidating, coercing, or otherwise interfering with the job performance of coworkers
- We will anticipate and respond to the needs of our coworkers at all times
- We will provide necessary information and effective plans before leaving work areas to keep others informed
- We will take responsibility for the "common work" of our area (answering call lights/phones, managing supplies)
- We will demonstrate kindness by finding opportunities to recognize coworkers and thank them for their great work