



Employee SERVICE Standards of Behavior

As an employee of Weeks Medical Center, I believe that there is no higher responsibility than to provide and ensure high quality and a caring environment for our patients, customers and co-workers. I know that I am only one person, but I also know that it only takes one person to make a difference, either positive or negative. When I choose to work within this system, I am choosing to embrace the following SERVICE standards and behavioral values in order to promote the mission and vision of our system. I will be both **committed to** and **accountable for** demonstrating supportiveness, etiquette, respect, vibrancy, integrity, communication and excellence in service delivery by adhering to the behaviors specified in this document.

Supportiveness

- I will welcome new employees to the system.
- I will be a team player and work collaboratively to help others, including those outside of my department. I will avoid using the phrase “That’s not my job”.
- I will recognize, praise and thank my fellow workers as well as my customers and patients.
- I will have a mentor and be a mentor.
- I will promote confidence in Weeks Medical Center by speaking well of my co-workers, medical staff and any part of our system, especially but not only, in front of patients.

Etiquette

- I will use AIDET always.
 - ❖ ACKNOWLEDGE
 - ❖ INTRODUCE
 - ❖ DURATION
 - ❖ EXPLANATION
 - ❖ THANK
- I will use proper phone etiquette by identifying myself and the department, followed by a pleasant greeting.
- I will follow the 10/5 rule: acknowledging the person at 10 feet away with a smile, saying “hello” at 5 feet away.
- I will allow patients, customers and guests on and off an elevator first.
- I will help lost guests and new employees by escorting them to their destination. I will avoid merely pointing in a general direction.

Respect

- I will dress to reflect respect and professionalism. I will be mindful of what my appearance portrays by wearing clothes that are clean, neat and in good repair.
- I will respect my coworkers by ensuring that my workspace is clean, neat and organized prior to leaving each day or night.
- I will respect my patient’s dignity. I will knock before entering patient rooms and appropriately cover patients being transported.
- I will respect religious and cultural diversity, as well as those with special needs.

Vibrancy

- I will make a conscious decision to have a positive, willing and flexible attitude each day.
- I will be attentive and alert, ready to help at all times. I will promptly acknowledge people who approach me or my desk.
- I will wear my name badge properly on the upper part of my body where it proudly communicates who I am and what I do.
- I will promote a nurturing, healing and safe physical environment by removing clutter, ensuring cleanliness and keeping equipment in working order. I will report any damaged equipment or unsafe situations immediately.
- I will care for my own health, well-being and emotions so that I can better care for others.
- I will embrace change by contributing and being open to new ideas and approaches. Further, I will avoid using phrases like, “But that’s how we’ve always done it”.

Integrity

- I will lead by example.
- I will ensure the privacy and validity of all medical records, correspondence and confidential dialogue.
- I will proactively seek opportunities for continued learning, as well as professional and personal growth.
- I will be fiscally responsible by not wasting hospital time, resources or equipment.

Communication

- I will explain things in a way people can understand.
- I will remember that body language is a powerful communicator. I will smile and demonstrate an open, friendly posture.
- I will take the time to listen – to employees, patients, customers, administrators, guests, etc. – making eye contact when possible.
- I will give and receive constructive criticism in a timely manner and turn it into an opportunity to improve.
- I will take the time to read Weeks Medical Center’s communications (emails, flyers, bulletins, policies, communication boards, etc.) to stay informed of responsibilities, changes and events. I will avoid using the phrase, “I didn’t know”.
- I will ensure that employees and patients are informed and updated about changes. Further, I will foster participation in decision making to the greatest extent possible.
- I will avoid using communication devices (cell phones, text, internet, iPod) for personal reasons during work time.
- I will convey concern and compassion as well as a willingness to serve.
- I will respond to all calls for assistance in a timely manner (1-2 minutes) and provide periodic progress reports.
- I will know and utilize the Service Recovery Policy when presented with any complaint(s) from patients, visitors, employees, vendors and medical professionals.

Signature: _____ Date: _____

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1/16/14