



NORTHSIDE HOSPITAL

2014-2015 SERVICE STANDARDS

1 Provides Information and Education

- Provides necessary information before leaving work area to keep others informed
- Describes procedures /treatment / processes before beginning
- Appropriately passes information to supervisors and coworkers
- Uses easily understood and appropriate language when communicating with patients/families/ colleagues and others
- Supports and encourages patient, families and colleagues to ask questions and be involved in processes and decisions
- Provides explanation to others if delays occur
- Demonstrates knowledge of Northside Hospital departments, services and strategic plan and goals
- Keeps relevant information confidential

2 Anticipates and Responds Promptly to needs and request of others

- Anticipates and responds to the needs and expectations of patients, visitors and colleagues both departmentally and interdepartmentally
- Anticipates needs of others by asking and offering "is there anything else I can do for you?" (via phone or live interaction)
- Establishes daily priorities and manages time effectively
- Follows through on commitments made to patients and colleagues in a timely manner
- Takes responsibility for actions / decisions

3 Demonstrates Respect and Courtesy for Others

- Treats patients, family members and colleagues with respect, for example, in elevators, allows patients and visitors to be near the door and staff steps to the back
- Knocks on all doors and waits for a response before entering
- Speaks to patients, families and colleagues in private areas as appropriate to the situation
- Demonstrates sensitivity and respect to all, including those whose language, culture and experiences are different than their own.
- Provides recognition / appreciation to others
- Recognizes the point of view of others and demonstrates respect of them even if disagreeing

4 Demonstrates Professionalism

- Picks up and disposes any litter found /cleans up spill and debris immediately
- Adheres to hospital dress code and departmental standards.
- Wears name badge in plain view at all times
- Speaks positively of co-workers and NSH
- When meeting others for the first time, introduces self and explains your role
- If someone appears lost or confused, "May I help you?"
- Uses "please" and "thank you," "Mr." or "Mrs." appropriately in conversations until otherwise given permission
- Makes direct eye contact when speaking to others
- Responds within 24 hours to Voice Mail, E-mail and other communications when possible
- Refrains from gossip and other negative, destructive communication about others (physicians, patients, family member, co-workers), especially when they are not present



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5 Practices Problem Solving

- Accurately explains and apologizes to patients, families and colleagues when delays occur
- Uses NSH Service Recovery steps and processes when necessary
- Takes ownership of any presented problem and provides follow up to the person expressing the concern
- Works collaboratively with colleagues and/or other departments to resolve problems
- Proactively works to prevent problems from occurring

6 Demonstrates Emotional Support to Others

- Demonstrates a willingness to give patients, families and colleagues extra time and help as needed
- Accesses appropriate resources for support (i.e. Pastoral care, case managers, patient relations, EAP, Interpretation Services, Learning and Org D)
- Encourages patients and colleagues to express their concerns to the appropriate people in an acceptable manner
- Demonstrates teamwork by working collaboratively (departmentally and interdepartmentally) towards achieving positive outcomes
- Accept the feelings of others even when not factually supported
- Pays attention to and understands the patient's point of view and responds appropriately

7 Creates and Maintains a Calm and Pleasant Environment

- Helps to assure that all hospital areas are clean, quiet and comfortable
- Conducts personal conversations in private non-patient/family areas
- Minimizes the use of hospital issued or personal cell phones in public areas (hallways, waiting areas, lobbies, cafeteria and elevators)
- Organizes work to provide smooth activity for patients and others
- Plans work schedule to minimize disruption or crisis for others
- Helps to reduce conflicts as they arise, not allowing them to escalate