



Service Excellence

Mission

Improve health and promote wellbeing

Vision

*Exceptional quality and compassionate care
for every person, every family, every day*

Standards of Behavior

Our Standards of Behavior, which were developed using input from patients and staff, establish specific behaviors that all RMH employees are expected to practice while working. These Standards not only reflect how we treat our external customers (patients, families and visitors), but also how we treat each other.

Safety Awareness – Patient Safety First

“Together we are passionate about keeping our patients safe, by ensuring we first do no harm.”

1. Patient safety and identification processes are followed.
2. Is informed of and follows hand hygiene policy.
3. Reports and/or corrects all safety concerns (either reported or observed) immediately to the manager.
4. Actively participates in process improvement related to safety events (reporting, identifying, improving, data collection, committee participation).
5. Reports all accidents and incidents promptly using an Opportunity for Improvement (OFI) notification process.

Appearance

1. Dresses in an appropriate, professional manner as determined by the Appearance and Organizational Image Policy and departmental guidelines.
2. Wears identification badge visibly and above the waist while representing RMH.
3. Takes pride in the appearance of our facility by taking responsibility for litter and by keeping the work environment clean and uncluttered.

Positive Impressions

1. Serves as an advocate for patients and customers.
2. Answers the telephone promptly in a positive, professional manner, and identifies self by using name and department.
3. Greets all customers and team members promptly with a smile, make eye contact and ask, “how can I help you?”
4. Uses AIDET with patients/customers (Acknowledge, Introduce, Duration, Explanation and Thank You)
5. Serves customers and team members with a compassionate, positive, and respectful attitude.
6. Anticipates customer’s needs.
7. Assists customers who need directions by taking them to the desired location, if possible, or by locating another person to assist them.

8. Communicates with the customer using language that is easy to understand and avoids technical terms.

Teamwork

1. Welcomes new employees and serves as a resource for questions.
2. Communicates customer needs to other team members and departments.
3. Collaborates with other departments to improve patient care and service.
4. Treats team members with compassion, courtesy, and respect.
5. Supports other team members by offering help when possible.
6. Contributes to departmental teamwork by volunteering to participate on social and project teams.
7. Respects team members' privacy by not sharing gossip.
8. Acknowledges the good work of other team members by sharing their accomplishments and by sending a "Good Deed" e-card when appropriate.
9. Shows commitment to the team in flexibility in work hours and attendance.
10. Consistently meets attendance and punctuality standards during this review period. (Not including FMLA approved absences)

Confidentiality and Privacy

1. Protects the privacy and confidentiality of information at all times.
2. Shares confidential information with employees and support staff who have a need to know in order to their job.
3. Protects team members' privacy by knocking on office doors, refusing to discuss confidential matters in public places such as elevators, hallways, cafeteria, outside the workplace, and by asking permission to publicize personal information, etc.
4. Protects customers and patients privacy by closing doors, knocking prior to entering, draping patients, and by refusing to discuss patient care or confidential business in public areas such as elevators, hallways, cafeteria, and outside the workplace.

Service Recovery

1. Informs customers (patients and/or family members) of delays and keep them updated at least every 15-20 minutes or as determined by department guidelines.
2. Apologizes when the customer's expectations are not met.
3. Listens to the customer, ask questions and offers options.
4. Offers the customer a "Recovery Coupon" or a similar strategy for minor inconveniences.
5. Reviews customer feedback and identifies methods to improve or change processes that will exceed customer needs.
6. Reports serious customer complaints to Director, Supervisor and/or the Patient Representative.
7. Follows up with the customer to determine his or her satisfaction with the recovery effort.

"Service Excellence is the distinguishing factor of great organizations. For RMH to be the best we must **first have a clear understanding of the Service Excellence Standards** we aspire to and **second we must each be accountable to demonstrate them** in our daily activities of meeting patient and other customer expectations."

–Jim Krauss, RMH President