

# JOHNSON MEMORIAL HEALTH SERVICES

SUBJECT: <b>Employee Excellence: Standards of Behavior</b>		SECTION: <b>Human Resources</b>	POLICY # <b>1967</b>
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## *Employee Excellence Standards of Behavior*

The goal of Johnson Memorial Health Services is to choose employees who exemplify an excellent standard of behavior. A set of performance standards have been developed by JMHS to establish specific behaviors. By incorporating these standards as a measure of overall work performance, JMHS makes it clear that employees are expected to practice the following Standards of Behavior.

### APPEARANCE

*I am Johnson Memorial Health Services.* I strive to create a positive environment through my personal appearance and the appearance of the organization for which I work. Therefore, along with my colleagues I will...

#### **Personal Appearance**

- Adhere to dress code policy.
- Dress in a professional manner, wearing clothing that is neat, clean, and fits appropriately.
- Practice good personal hygiene.
- Wear identification badge.

#### **Facility Appearance**

- Pick up and dispose of litter properly.
- Return equipment to the proper place.
- Keep work areas clean and free of clutter.

### ATTITUDE

*I am Johnson Memorial Health Services.* I am here to serve our guests with the utmost care and courtesy. Therefore, along with my colleagues I will...

- Treat every patient, resident, family member and visitor as our guest.
- Choose an attitude that facilitates this.
- Acknowledge guests- Immediately greet people in the hallways in a friendly manner, with a warm attitude, and a smile.
- Practice the “HEAT” method: Hear them out, Empathize, Apologize, Take action.
- Practice “Service Recovery” when someone is dissatisfied - Anticipate, Acknowledge, Apologize, Amend.
- Verbalize “I am so sorry, what can I do to help?” when a guest voices a concern.
- Thank them for choosing Johnson Memorial Health Services -routinely practice an “attitude of gratitude.”

### RESPECT

*I am Johnson Memorial Health Services.* I recognize we treat guests (patients, residents, family members, visitors, and co-workers) with the utmost respect, dignity, courtesy, and confidentiality. Therefore, along with my colleagues I will...

**Treat Guests as I would want my family to be treated**

- Display kindness and offer help.
- Listen thoughtfully, empathetically, and respond appropriately.
- Respect guests' values, privacy, environment and confidentiality.
- Be punctual in meeting a guest's requests and needs.
- Recognize and respect differing cultures, viewpoints and beliefs.
- Make sure patient information is kept confidential. **Never** discuss patients/residents and their care in public areas such as elevators, staff lounge, hallways, etc.
- Refrain from personal conversations among employees within earshot of our guests. Know where it is "off-stage and on-stage" and practice "on-stage and off-stage" behavior.
- Knock and pause before entering. Close curtains or doors during exams and procedures. In doing so explain that: "we are doing this for your privacy." Provide a robe or a second gown if the patient is in a wheelchair.

### **Customer Waiting**

- Educate families about processes and provide a comfortable atmosphere for waiting guests. Keep the patient/resident informed frequently when there is a delay.
- Apologize if a wait occurs. Always thank the guest for waiting.
- Update family members periodically while a patient/resident is undergoing a procedure.

### **Treat Colleagues (employees, physicians, other departments, volunteers) as professionals deserving courtesy, honesty and respect.**

- Exceed co-workers' expectations.
- Be courteous, honest and thoughtful in our interactions. Greet everyone.
- Assume only the best and speak positively about others- praise whenever possible.
- "Manage-up" co-workers to decrease patients/residents and families anxiety.
- Recognize and support the skills of individuals as well as team member's work.
- Arrive to work and meetings on time.
- Offer assistance whenever possible-be a team player-welcome newcomers.
- Willingly accept additional responsibilities whenever possible.
- Show respect for co-workers by openly addressing issues as they arise.
- Address problems that can't be resolved on an individual basis, by going to the appropriate leader, follow the chain of command. Hold the leader accountable by requesting follow up.

### **COMMUNICATION**

***I am Johnson Memorial Health Services.*** I listen attentively to guests and co-workers in order to fully understand their needs. Similarly, messages are delivered with courtesy, clarity and care. Therefore, along with my colleagues I will...

#### **Acknowledge guests.**

- Smile and maintain eye contact.
- Introduce self and your role in the patient's or resident's care.
- Use guest's names when appropriate.
- Listen and respond to both verbal and non-verbal messages.
- **Escort** a guest to their destination when they appear to need directions. This includes an escort to the door upon discharge.

#### **Keep guests appropriately informed.**

- Use appropriate terms that can be understood.
- Communicate appropriately to fit age, gender, and culture of guest.
- Invite and answer questions.
- Provide timely feedback.

### **Use telephone etiquette**

- Identify self and department.
- Answer with a “smile” in your voice, and within three rings whenever possible.
- Ask callers permission to place them on hold.
- Minimize hold time and thank the caller for holding.
- End all calls politely and offer additional assistance.

### **Use telephone/voice mail/e-mail courtesy**

- Know functions.
- Respond to messages both at home and at work in a timely manner.

### **Acknowledging Call Lights**

- **All JMHS staff** will acknowledge call lights and respond to requests - usually within three to five minutes. Address the patient by name if able and find appropriate assistance when necessary.
- Caregivers shall anticipate patients’ or resident’s needs to decrease call light use.  
Ask: “Is there anything else I can do for you? I have the time.”

### **OWNERSHIP/ACCOUNTABILITY**

*I am Johnson Memorial Health Services.* I take pride in acting as an owner, accepting accountability for that ownership. Therefore, along with my colleagues I will...

#### **Anticipate and exceed guests’ needs and expectations.**

- Address every request or concern until it is resolved or until someone else accepts responsibility for its resolution.

#### **Understand and accept responsibility.**

- Take responsibility and initiative to get my job done, and assist others.
- Work together to best meet the staffing needs of the facility.
- Attend all required meetings.
- Accept responsibility for my actions, not placing blame on others- Do the right thing.
- Assist in making changes when problems are identified or something is unclear.
- Reward positive behavior and redirect any negative behavior.
- Take pride in this organization as if I own it.

#### **Act as an ambassador of Johnson Memorial Health Services at all times.**

- Report all safety hazards, accidents/incidents immediately.
- Contribute to the safety and security of the working environment.
- Treat JMHS property with care and respect.
- Represent Johnson Memorial Health Services positively in the workplace and community. Behaviors including criticizing, condemning and complaining about JMHS in the workplace and in public are not consistent with this Employee Excellence Standards of Behavior.

*I have read and understand the Standards of Behavior. I agree to comply with and practice the standards outlined. Non-compliance of any of these standards will result in disciplinary action per JMHS policies up to and including termination.*

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Signature of Employee/Applicant

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Date