



*St. James Parish Hospital has six Standards of Performance that reflect our commitment to achieving service excellence and developing a culture of safety and quality. These standards enhance our mission and vision for our patients, their families, physicians, employees, volunteers and vendors.*

## **A. APPEARANCE**

*Our appearance both personally and environmentally will convey our respect not only for ourselves and our organization, but for the community we serve.*

### ***Professional Appearance***

- \*Dress and hair will be professional, discreet, and appropriate to your specific job function.
- \*Maintain good personal hygiene at all times.
- \*Wear name badge at all times with badge prominently visible.
- \*Follow dress code policies during work hours (proper uniform and shoes, jewelry, fingernails, body piercings, etc.)

### ***Facility and Environmental Appearance***

- \*Work area should be clean, neat and uncluttered.
- \*It is the responsibility of all employees to pick up trash and litter inside and outside of the hospital.
- \*It is the responsibility of all employees to correct and report all unsightly and unacceptable environmental conditions.
- \*Patient areas and work areas should be left clean and presentable and stocked appropriately at all times.
- \*Maintain a quiet, calm environment.
- \*Avoid eating, drinking, and all non-work related activities in patient accessible areas including prolonged and excessive socializing.
- \*Pay attention to details; our customers do.

## **B. COMMUNICATION**

*First impressions define our personality and set the tone for our patients' healthcare experience.*

- \*Greet patients and customers with a smile and make eye contact. Use patient's name when possible.
- \*Present yourself in a calm and unhurried manner being aware of your body language and tone of voice.
- \*Introduce and identify yourself and the purpose for interacting with the patient.
- \*Maintain a positive, courteous attitude at all times.

- \*Explain procedures and allow time to answer questions and concerns. Use words they will understand.
- \*Listen attentively to patients and customers.
- \*Personally escort patients to their destinations.
- \*Provide comfort when needed (holding a hand, lending an ear).
- \*If you are unable to meet a request, be responsible for finding someone who can. Inform the patient that the appropriate department has been notified of their request.
- \*Provide a private, quiet area for patients to communicate their needs.
- \*No gum chewing when communicating with a patient.
- \*Always be professional and speak clearly when speaking.
- \*Acknowledge and respond promptly to over head pages.
- \*Always speak positively about SJPH to promote a favorable image in the community.

### **Telephone Etiquette**

- \*All employees must know how to operate telephones in their area. When transferring a call, first provide the caller with the correct extension in case the call is lost.
- \*All staff is required to answer departmental calls within four rings.
- \*Answer all calls by identifying your department and yourself and asking “How may I help you?” or the equivalent. Speak clearly and courteously. In clinical areas, include your title. Don't answer phone while eating or drinking.
- \*Get the caller's permission before putting him or her on hold. Thank the caller for holding when you return to that line.
- \*Callers on hold will be acknowledged periodically, given the status of their case and asked if they want to continue to hold.
- \*Before transferring a call, explain the situation to the department receiving the call. The receiving department will greet the patient by name.
- \*Check voice mail messages regularly and return phone calls promptly.
- \*If you page or beep someone, inform the receptionist or nurse's station of expected call and be available to take the call.
- \*Limit personal phone calls.
- \*Cell phones are not to be used in the building.

## **C. PRIVACY AND CONFIDENTIALITY**

*Our patients' privacy is of utmost importance. We will strive to keep all aspects of patient care private so that they feel safe emotionally as well as physically.*

### **Confidentiality**

- \*Do not discuss patients in public areas (hallways, cafeteria, etc.) or with employees who don't have the need to know.
- \*Interview, schedule, and register patients in privacy. Close doors and curtains when indicated. Create a private environment when possible.
- \*Speak with patients, families, and doctors with a focus on privacy and confidentiality.
- \*Phone conversations between employees and patients should always be conducted with

discretion.

\*Patient records must be kept confidential. Properly dispose/shred all information which contains patient information as hospital policy dictates.

\*Remember that confidentiality extends into the community. Do not discuss patients outside of the facility.

\*Limit the number of employees and visitors at the nurses' station and patient care areas.

\*Be aware that voices carry behind closed doors, so speak in quiet voice tones when discussing patient information.

\*Do not leave messages with patient names on the message.

\*Do not give out patient information or acknowledge the presence of a patient when receiving a phone call asking about a patient.

### **Privacy**

\*Knock and wait for a reply before entering a patient's room, treatment area, or other private space. Announce self and reason for being there.

\*Provide proper gown size for patients.

\*Close curtains or door during examinations, procedures or when otherwise needed. Expose only the area needed for examination or procedure.

\*Be considerate of patients being transported providing sheets and gowns for cover-up.

## **D. COMMITMENT TO MY CO-WORKER**

*Our coworkers are part of our extended family; we will treat them with the respect, courtesy and concern that they deserve.*

\*Treat coworkers with respect. Greet coworkers, smile and be courteous.

\*Maintain a positive attitude. Don't criticize or say negative things about one another.

\*"That's not my job" is a phrase that will not be used.

\*Adhere to policy regarding tardiness and breaks.

\*Refrain from using foul language.

\*Accept constructive criticism. Remember that no one is perfect and that human errors are opportunities.

\*Be reliable and honest. Don't cover up mistakes. Take responsibility for own actions.

\*Respect our coworkers' privacy by not participating in gossip.

\*Be aware of and follow departmental policies and procedures, attend scheduled meetings and inservices, and read and adhere to memos.

\*Be generous when giving compliments on a job well done.

\*Be supportive of fellow employees. Offer your help without being asked.

\*Maintain and establish healthy relationships with coworkers and communicate with other departments.

\*Consider another's priorities in addition to your own. Accept that your immediate needs can't always be accommodated. Show consideration, patience, and flexibility.

\*Commit to finding solutions to problems instead of complaining about them or blaming someone for them. Be open to change.

\*Promptly communicate with an employee if you are having a problem with them. Discuss it with another person only when you need their advice or help in deciding how to communicate appropriately.

\*Address problems by going to the appropriate supervisor. It is then the supervisor's responsibility to address these concerns in a timely and appropriate manner.

\*Perform your job to the highest degree. Know and understand the responsibilities of your job. Take charge of and accept these responsibilities. Your performance affects everyone.

\*It is every employee's responsibility to be aware of and report compliance violations.

## **E. COMMITMENT TO PATIENTS**

*Our patients' time and needs are important. When a patient presents himself to your department, we will stop, acknowledge, and give our personal and immediate attention.*

\*Promptly welcome patients in a positive and friendly manner. Smile, make eye contact, and introduce yourself.

\*Provide prompt, courteous and professional care.

\*Treat every patient as if he or she is the most important person in our facility.

\*Convey your appreciation to patients for choosing SJPH.

\*Put yourself in the patient's place; if it is a problem for them, then it is a problem for you.

\*Listen carefully to what patients have to say. Avoid interrupting. Ensure follow up regarding their concerns and needs.

\*Always remember to keep the patient informed. Don't make assumptions that they know and understand what is going on.

\*Recognize that patients are our reason for being here. Show them that we value their time.

\*Respect the needs of all patients and their families (spiritual, cultural, physical, and emotional.)

\*Will be accurate in recording all patient information (personal information, charges, financial, etc.).

\*Know the products and services we offer throughout the hospital and be able to accurately relay to patients.

\*Treat all patients with support and understanding. Be empathetic.

\*Apologize for problems and inconveniences.

\*Do not leave your department unattended (including lunchtime).

\*Do not leave the nursing station unattended. Any hospital employee can staff the desk to answer call lights and telephone. The call bell will be answered courteously and by the 4<sup>th</sup> beep.

\*The appropriate caregiver will respond to a patient's call or request immediately. If the caregiver is busy with another patient, an appropriate coworker should meet the request.

\*If you are passing a room and see an unanswered call light, walk into the room and ask the patient, "How may I help you?" Do not leave the unit until you are sure the message has been conveyed to the proper caregiver.

\*Any staff member who enters a patient's room, upon completion of what you are doing and prior to exiting the room will ask, "Is there anything else I can do for you? I have the time."

\*Before leaving the unit for meals/breaks, go into the patient's room and tell them, "I'll be off of the unit for approximately 30 minutes. \_\_\_\_\_ will be available to help you. Call the desk if you need anything. Is there anything I can do for you before I go?"

\*Check on patients one hour before shift change to minimize patient requests during the shift change report.

\*Communicate changes in patient status to appropriate clinical departments.

\*Educate patients and family members that procedures generally do not begin as soon as patients enter the area.

\*Provide a comfortable atmosphere for waiting customers.

\*If it becomes apparent that a scheduled procedure will be delayed, inform the patient prior to the appointment. In the case of an outpatient, if appropriate, offer a new appointment if procedure can be rescheduled.

\*If there must be a wait, the acceptable waiting time for a scheduled appointment is 10 minutes.

\*Apologize for all delays. Be truthful with patients about reason for delays.

\*If there must be a wait, the acceptable waiting time for unscheduled visits is 30 minutes. However, patients may experience further delays while undergoing multiple tests or while patients with more serious conditions are being treated. In such situations, patients will be updated about their status at least every 30 minutes.

\*Update family members periodically – at least every 20 minutes – while a patient is undergoing a procedure.

\*Thank patients and families for waiting and apologize for delays.

\*Communicate with other departments of patient delays.

## **F. SAFETY AWARENESS**

*We will provide a safe and nurturing environment for all our customers at SJPH by being knowledgeable about our job expectations and preventing problems before they occur.*

\*Follow all safety policy and procedures and know the location of your department's Safety Manual.

\*Promptly return all equipment to its designated storage area.

\*Prevent trips, slips, and falls.

\*Recognize and report all unsafe and/or hazardous situations and equipment to the appropriate personnel.

\*Use protective clothing and equipment when appropriate.

\*Be prepared for safety emergencies and know the correct and prompt actions to take.