



STANDARDS OF Performance



ST JAMES
PARISH HOSPITAL

LARGE ENOUGH TO SERVE, SMALL ENOUGH TO CARE.

MISSION

We are committed to providing excellent, quality, and compassionate care to our community.

VISION

Unite the parish by being the community's first choice for all health and wellness needs by leading innovations to make care more convenient, coordinated, comprehensive, and advanced in order to offer the very best value.



St. James Parish Hospital has seven Standards of Performance that reflect our commitment to achieving Service Excellence: Appearance, Communication, Privacy and Confidentiality, Commitment to Patients, Commitment to Co-Workers, Safety Awareness and Self Management. These Standards will enhance our mission and vision statements.



By following these standards consistently, we will provide outstanding service which is the right and expectation of all our customers.

Our customers are defined as our patients and their families, physicians, staff, and vendors.

These standards are the foundation for every department's operation. Every staff member is held accountable to the standards through their performance and annual evaluation. All staff should reinforce these standards to fellow staff, commending when behaviors are consistent and educating when behaviors are not.

The standards apply to all SJPH staff.

Mary Ellen Pratt, CEO

Mary Ellen Pratt



I. APPEARANCE

STANDARD: First impressions set the tone for our patients' healthcare experience. Our appearance will convey respect for our organization and inspire confidence to the community we serve. Our appearance does not only include how we look, but also how our work space looks.

Display a professional appearance

- I will follow dress code policies during work hours and my dress and hair will be professional, discreet, and appropriate to my job function.
- I will maintain good personal hygiene at all times.
- I will wear a name badge at all times with badge prominently visible above the waist.
- I will not chew gum when communicating with a patient.
- I will not wear personal headphones/earbuds.

Ensure our environment is clean and inviting

- I will be prideful about the appearance of SJPH facilities. I will pick up after myself, co-workers and patients.
- I will pay attention to details; as our customers do.
- I will keep my work area clean, neat and uncluttered.
- If I see trash or litter inside and outside of the hospital, I will pick it up.
- I will promptly return all unused equipment to its designated storage area and keep all entrances and hallways clear and free of unnecessary obstacles.
- I will ensure that my work area is stocked appropriately at all times and I will put things back where they belong.
- I will avoid eating and all non-work related activities in patient accessible areas, including prolonged and excessive socializing.
- I will maintain a quiet, calm environment.
- I will courteously remind a person seen smoking on our campus that SJPH is a tobacco-free facility and politely ask them to refrain from smoking.

II. COMMUNICATION

STANDARD: The goal of communication is understanding. We must be committed to listening attentively to our customers and co-workers in order to fully understand their needs. Close attention should be given to both verbal and nonverbal messages. Our communication to customers should be relevant, expressed clearly and delivered timely. At all times, communication will be effective, empathic and considerate of cultural differences.

Use AIDET for all patient encounters

- I will **Acknowledge** the patient by name, smile and make eye contact. I will be aware of my body language and tone of voice, and think about how I would like to be approached if I were a patient.
- I will **Introduce myself** and state my role at the hospital. I will think about what I could tell them about myself that would help them feel confident in the care they are receiving.
- I will explain the **Duration** for the service they are receiving. I will let the patient know when tests will happen and how long they will take, when they can expect to get test results, when they can expect to see physicians and nurses, expected wait times, and anything else that might help them feel more in control of their situation.
- I will **Explain** procedures to help the patient understand the process, allow time to ask questions, clarify expectations and future plans, and provide the patient with a way to contact me.
- I will **Thank** my patients and their families for their time and trust and tell them that I hope they will choose us in the future.

Be an effective communicator

- I will be quiet and listen carefully to the customer's words, intent, feelings and needs.
- I will be clear and concise whenever handing off a patient or a project to another employee.
- I will adapt my verbal and nonverbal communication style to mirror my customer's age, culture, and health status.
- I will always speak positively about SJPH to promote a favorable image in the community.
- I will use the 5&10 rule. When I am within 10 feet of patient/visitor I will make eye contact and smile. When I am within 5 feet of a patient/visitor, I will acknowledge them with a greeting.

Answer the telephone promptly and kindly.

When **Greeting** a Caller, I will:

- Answer the phone within three rings.
- Use a pleasant, caring and sincere tone of voice in an unhurried pace.
- Use a three-part greeting with my name, my work area, and welcoming words such as, "How may I help you?"

I will **Be a Good Listener** by:

- Listening carefully to understand the caller's words, intent, feelings and needs.
- Validating what I heard the caller say by repeating it in my own words.
- Addressing the caller's needs and taking whatever action is necessary. I will ask others to help if needed.
- Checking for understanding and asking, "Do you need any more information?" And, "Do you have any more questions?"

If I must place a **Call on Hold**, I will:

- Always ask if the caller is able to hold, and then wait for a response.
- Tell callers why I need to put them on hold.
- Let callers know how long they will be on hold.
- Check back periodically, give the status of the call, and see if the caller can continue to wait. If not, ask for the caller's phone number and return the call.
- Thank the caller for holding.



When **Transferring a Call**, I will:

- Always ensure that callers understand why they are being transferred.
- Ask their permission to transfer and wait for a reply.
- Explain where the call is being transferred and to whom.
- Give the caller the number for future reference.
- Give information about the call to the person receiving the transfer.

If I have to **Take a Message**, I will:

- Obtain and write down the name of person being called, the caller's name and phone number, the time and date of call as well as the purpose of the call.
- Restate the message to check for accuracy.
- Make sure it reaches the appropriate person.
- Check voice mail messages regularly and return phone calls promptly.

To **End the Call**, I will:

- Use an appropriate phrase such as, *"Is there anything else I can help you with today?" "Thank you for calling the unit. Have a nice day. Good bye."* (Not *"Bye-bye"*.)
- Make certain the caller hangs up before you do.

Limit personal calls and cell phone use.

- Cell phones and other personal electronic devices should be silenced and not visible in your work environment except in a private office, break room, cafeteria, and healing garden.
- Personal electronic devices may be used for non-work purposes on a limited basis, and only during lunch or break periods away from patients, patient care areas (including hallways), and work areas.

III. PRIVACY AND CONFIDENTIALITY

STANDARD: We will treat all patient information as confidential. Discussion of these matters will be restricted to situations where the information is necessary to meet the patients' health needs. Our concern for customers' privacy will help promote peace of mind, security, and confidence and lessen their anxiety.

Patient information must be kept Confidential

- I will not discuss patients in public areas (hallways, cafeteria, etc.) or with employees who don't have the need to know.
- I will properly dispose/shred all documents which contain patient information.
- I will not discuss patients outside of the facility.
- I am aware that voices carry, so I will use discretion and speak in quiet voice tones when discussing patient information.
- I will only use the hospital secure app to send text messages with patient information.
- I will not give out patient information unless I have permission from the patient.
- When I am away from my work area, I will log off or black out my computer screen.
- I know and will abide by all HIPAA guidelines. Patient results will only be released following HIM policy.
- I will give the patient the option of having all visitors leave the room while performing any procedure or discussing personal health information.
- I will think carefully before posting on social media. If there is any doubt, I will not post.

Be considerate of patients' Privacy

- I will knock and wait for a reply before entering a patient's room, treatment area, or other private space. I will announce myself and the reason for being there.
- I will provide the proper gown size for my patients.
- I will provide a private, quiet area to interview patients and for them to communicate their needs.
- I will expose only the area needed for examination or procedure.
- I will let patients know I'm concerned about their comfort and privacy by providing sheets or blankets for cover-up and closing doors or curtains for privacy.
- I will keep my password to myself and not share them.

IV. COMMITMENT TO MY COWORKER

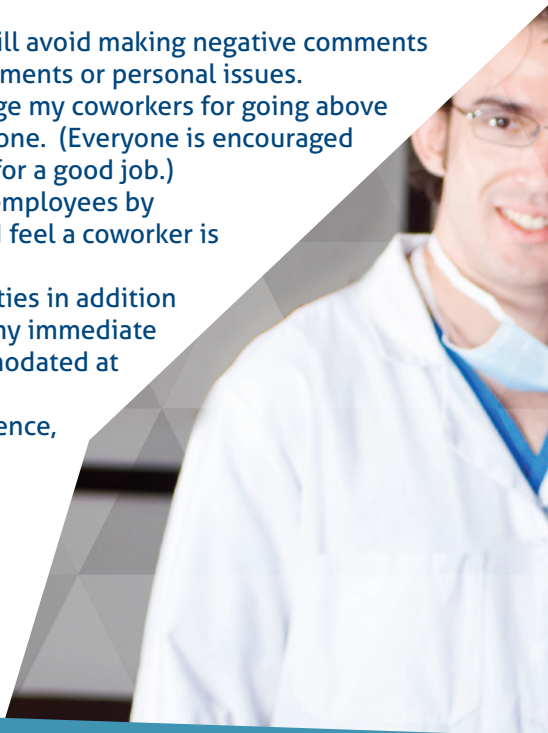
STANDARD: We are linked to one another by a common purpose; serving our patients and our community. Our co-workers, therefore, are our teammates. We will treat co-workers with the respect, courtesy and the concern that they deserve. We will be team players and recognize that every position is important to the success of our organization. We will support co-workers in every department and offer a helping hand when in need and not allow them to fail.

Use the right words and tone.

- I will treat each person as an individual and with respect. I will acknowledge coworkers, smile and be courteous.
- I will maintain and establish healthy relationships with my coworkers and communicate with other departments with professionalism and respect.
- I will accept constructive criticism and realize that each challenge is an opportunity to learn. (We are all human and make errors.)

Say the right things.

- I will commit to not complaining unless I have an idea for a solution.
- I will speak well of others. I will avoid making negative comments about other staff, other departments or personal issues.
- I will remember to acknowledge my coworkers for going above and beyond or for a job well done. (Everyone is encouraged when given a pat on the back for a good job.)
- I will be supportive of fellow employees by offering task assistance when I feel a coworker is overwhelmed.
- I will consider another's priorities in addition to my own. I will accept that my immediate needs can't always be accommodated at that moment.
- I will show consideration, patience, and flexibility.



Act the part.

- I will maintain a positive attitude and conduct myself with honesty and integrity.
- I will be reliable by adhering to policies regarding attendance, tardiness and breaks.
- I will demonstrate professionalism and refrain from using profanity.
- I will choose to think the best of my coworkers rather than the worst.
- I will adopt the “no blaming” mentality. We are all in this together.

Offer Solutions to situations.

- If I have a situation with a coworker I will communicate with that person to see if the issue can be resolved. If the situation can't be resolved between coworkers then it may be appropriate to discuss it with my supervisor.
- I will address challenges by speaking to my supervisor first. It is then that these concerns can be addressed. It is important to follow the chain of command listed in my organization's policies and procedures manual.



V. COMMITMENT TO PATIENTS

STANDARD: Our patients' time and needs are important. We strive to provide our patients with prompt, courteous service and professional care, always keeping them informed of delays and making them feel comfortable while they wait.

Be courteous and attentive

- I will treat all patients with support and understanding. I will treat every patient as if he or she is the most important person in our facility.
- I will engage patients and their families as active participants in their care. I will be considerate and recognize family and friends are important to the patient and are important to me.
- I will give patients and families my full attention with my eyes, words, and body language. I will try to avoid distractions. I will listen carefully to what patients have to say, avoid interrupting and ensure follow up regarding their concerns and needs.
- I will put myself in the patient's place/position. Ex: If something is a problem for the patient, then it is a problem for me.
- I will always remember to keep the patient and family informed and not assume they know and understand what is going on.
- I will use the "teach-back" method when educating patients and confirm the patient and family understands the education and plan of care by asking them to explain the information or concept back to me.
- I will respect the needs of all patients and their family spiritually, culturally, physically, and emotionally.

Provide our customers with prompt service

- I recognize that patients are our reason for being here. I will show them I value their time.
- I will answer the call bell courteously and by the 4th beep. I will ensure the appropriate caregiver will respond to a patient's call or request immediately. If the caregiver is busy with another patient, I will make sure an appropriate coworker responds to the request. I will inform patients of any delay in responding to their request.
- If I am passing a patient room with the call light on, I will knock, enter the patient room, introduce myself, and ask "How may I help you?" I will address the patient's concerns/needs if able to do so. If unable to immediately address the patient's concerns/needs, I will relay the message to appropriate staff and follow up with the patient by letting the patient know that the appropriate staff has been notified.



Anticipate patient's needs

- Any time I exit a patient room I will ask "Is there anything else I can do for you?"
- I will commit to hourly rounding to address patients' needs for position, pain, potty, and personal needs.
- I will communicate/report changes in patient status to appropriate clinical departments.
- I will avoid leaving my nurses' station unattended so that someone is available to answer call lights and telephone.
- I will know the products and services we offer throughout the hospital and be able to accurately relay to patients. If unable to answer questions immediately, I will let the customer know I will find someone who can answer or help.

Manage waiting time

- I will educate patients and family members about the expected duration of their procedures/treatment.
- I will provide a comfortable environment for waiting customers.
- If it becomes apparent that a scheduled procedure will be delayed, I will inform the patient and if appropriate, offer a new appointment if the procedure can be rescheduled.
- I will be honest and apologize for any delays and keep patients and families updated.
- I will thank patients and families for waiting.
- I will communicate patient delays to other departments.

VI. SAFETY AWARENESS

STANDARD: We will provide a safe environment for patients, visitors and co-workers by committing to communication and teamwork skills to promote safe practices.

Demonstrate leadership by coordinating my activities with those of my team members by ensuring actions are understood, changes are shared, and that team members have the necessary resources.

- I will use and/or participate in Briefs for planning activities.
- I will use and/or participate in Huddles for problem solving and adjusting our plan.
- I will use and/or participate in Debriefs to improve team performance and effectiveness.

Practice Situation Monitoring

- I will utilize Cross Monitoring by actively scanning and assessing what's going on around me as an error reduction strategy.
- I will monitor actions of other team members (watch each other's back) and provide a safety net within the team.
- I will speak up quickly and respectfully when mistakes or oversights are caught.
- I will take responsibility for my own needs and report to my team when I am feeling ill, fatigue, or stressed.
- If I see unsightly and unacceptable environmental conditions, I will correct and report them to the appropriate parties.

- I will prevent trips, slips, and falls by following one or more of these steps: use proper signage, pick up any trash on the floor or ground, clean up spills immediately or notify housekeeping personnel if additional equipment such as a mop is needed and report to the maintenance department any damaged, uneven or high risk areas in the hospital and on our property.
- I will be alert to things that don't seem right. I will report all unsafe and/or hazardous situations including those related to equipment to the appropriate personnel.

Commit to Mutual Support

- I will foster a climate where it is expected that assistance will be actively sought and offered. I will offer and seek task assistance of team members to protect each other from work overload situations.
- I will provide timely, respectful, considerate and specific feedback directed towards improving team performance.
- I will advocate for our patients in support of safety. I will invoke assertive corrective action, firm and respectful, when team members' viewpoints don't coincide with that of the decision maker.
- I will stop the line using the "Two-Challenge Rule" and progress to "CUS" if needed, when initial assertion is ignored. I will acknowledge when team members are challenging my viewpoints and be alert to a possible safety breach.
- I will work towards a mutually satisfying solution with team members to achieve the best outcome for patients and the team.

Ensure communication is clear and accurate

- I will use SBAR to communicate critical information that requires immediate attention and action concerning a patient's conditions.
- I will ensure closed-loop communication is employed by using Check-Back, Written and Read Back and asking questions, clarify and confirm in Hand-Off Communication to ensure the information conveyed by the sender is understood by the receiver.

Prevent the spread of infections.

- I will practice timely and good hand hygiene when entering and exiting a patient care room or area.
- I will use proper hygiene etiquette when coughing and sneezing.
- I will properly use protective clothing and equipment when appropriate.
- I will pay attention to alerts, instructions and follow protocols for isolation precautions.
- I will avoid close contact with people when I am sick.

VII. SELF MANAGEMENT

STANDARD: We will promote accountability by being responsible for our own actions. We will follow through on our commitments. We can count on each other. We will be self-motivated and driven to perform at our highest level.

Be informed.

- I will be aware of and follow departmental policies/procedures and attend scheduled meetings as needed for my job duties and my organization.
- I will be prepared for safety emergencies and know the correct and prompt actions to take. I will remain knowledgeable of Emergency Codes and my appropriate response in the event of these emergencies and drills.

Be accountable for yourself.

- I will perform my job to the highest degree. I will ask for regular feedback about my work performance and find out what I am doing well and what I could do better. I will know and understand the responsibilities of my job. My job performance is valuable to the entire organization.
- I will choose to recognize opportunities in a situation, examine and own my part, remain open minded to learning and willing to take appropriate action; rather than, ignore, deny, blame, rationalize, resist or hide.
- I will admit mistakes and apologize when needed; avoid becoming defensive, blaming others or making excuses.

Explore opportunities for personal growth and advancement.

- I will not wait for opportunities to come to me—I will seek them out.
- I will consider volunteering to serve on special committees and teams as opportunities arise. I have an important role to play in my organization.





THANK YOU FOR BEING
A *VALUABLE PART*
OF OUR TEAM.



NOTES

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225.869.5512 | 1645 Lutchter Ave. | Lutchter, LA | www.sjph.org

