



*Our Region's **CHOICE**
for **TECHNOLOGY & CARE***

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*Our Region's **CHOICE**
for **TECHNOLOGY & CARE***

Standards of Performance

*An Employee's Guide
to the Pursuit of Excellence*



The Pursuit of Excellence

Vision Statement

To be an outstanding community healthcare organization, with service as our guiding principle.

Mission Statement

To consistently deliver exceptional quality and service by demonstrating the values of respect, integrity, innovation, fiscal responsibility and accountability.

Table of Contents

Attitude	2
Appearance	3
Communication	4
Call Lights	5
Commitment to Co-workers	6
Customer Waiting	7
Elevator Etiquette	8
Privacy	9
Safety Awareness	10
Sense of Ownership	11



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Attitude

At Hugh Chatham Memorial Hospital we believe that we are here to serve our customers. Our customers' most basic expectation is to be treated with courtesy. We are committed to providing the highest quality of service and meeting our customers' needs with utmost care and courtesy. This commitment must be reflected in our behavior.

- Promptly welcome your customers in a friendly manner, smiling warmly and introducing yourself. Don't allow anyone to feel ignored.
- Listen carefully to what our customers have to say. Avoid interrupting people unnecessarily.
- Treat everyone as if he or she is the most important person in our facility.
- Rudeness is never accepted.
- Meet the customer's immediate need or gladly take him or her to someone who will.
- Apologize for problems and inconveniences.
- Thank our customers for choosing our facility.
- Exceed our customers' expectations.
- Recognize that our customers have a sense of urgency and show them that we value their time. Customers are not an interruption of our work; they are our reason for being here.

Appearance

Our appearance represents the Hugh Chatham Memorial Hospital organization. Therefore, our grooming and dress reflect our respect for our customers.

While we are on duty, we will first consider our customers' expectations in how we present ourselves. Our manner and expression will convey our concern for and willingness to serve our customers.

We will take pride in our facility and do our part to maintain an uncluttered and litter-free workplace.

Personal Appearance

- Our dress will always be professional, tasteful, tidy and discreet.
- All customers will be greeted with a warm and friendly smile.
- Identification badges will be properly worn.
- Dress code policies will be followed (proper uniform and clothing, jewelry, perfume/scents).
- Good personal hygiene is expected.

Facility and Environmental Appearance

- When we see litter, we will pick it up and dispose of it properly.
- When we spot spills, we will see to it that they are cleaned up. We will be especially concerned about any debris or spill that could cause someone to slip or fall. Employees will wear gloves and other personal protective equipment and follow proper disinfecting techniques for clean up, followed by proper hand hygiene.
- Equipment will be returned to its proper place.
- Keep personal work place neat, tidy and clutter free.
- All employees will wear gloves and use proper cleaning techniques.



Communication

The goal of communication is understanding. We must be committed to listening attentively to our customers in order to fully understand their needs. Close attention should be given to both verbal and nonverbal messages.

Our messages to customers should be delivered with courtesy, clarity and care. We must avoid confusing customers and speak in terms that can easily be understood.

Greetings and Introductions

- Every customer will be greeted with a warm and friendly smile.
- Employees will introduce themselves promptly.
- Use “please” and “thank you,” “sir” or “ma’am” in all conversations when appropriate.
- Listen to your customers’ concerns in ways that show them you care.

Telephone Etiquette

- All employees must know how to operate the telephones in their areas. When transferring a call, first provide the caller with the correct number in case the call is lost.
- Calls should be answered within three rings (goal is to answer calls promptly and not keep customers waiting).
- Answer all calls by identifying your department and yourself, asking “How may I help you?” or the equivalent. Speak clearly.
- 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 calls and asked if they want to continue to hold.
- Phones will be placed on voice mail only when necessary. Recorded voice mail messages will be kept short and to the point. Avoid leaving complex messages. Voice mails should be scripted with a professional, consistent HCHCS greeting.

- Return calls and voice mails promptly. Should be returned the same business day, when possible.
- Overhead paging should be limited to emergency calls. Employees or managers receiving frequent overhead pages need an alternative means of communication (beepers, cordless phones, cell phones, etc.)

Giving Directions

- Observe customers and visitors; if someone appears to need directions, offer to help. Let customers know that you will assist them to their destinations. If you are unable to personally escort a customer, take him or her to someone who can.
- Use updated maps for directions as available, campus maps as well as maps/directions to area tertiary centers.

Customer Information and Education

- Collaborate with each patient’s physician to help reinforce information that the physician provided.
- Use easily understood and appropriate language when giving patients information about health, special diets, tests, procedures, medications, etc. Avoid technical or professional jargon.
- Reinforce verbal instructions with teaching sheets or other written material whenever possible.
- Whenever possible, use a multi-disciplinary approach when providing patients and their families with information regarding tests and procedures.
- Customers with special needs (i.e., translators for non-English speaking customers, interpreters, amplification devices and closed-caption television for the hearing impaired) will have those needs addressed by appropriate departments.



Confidentiality

- Information about patients is strictly confidential. Each employee is responsible for ensuring that it is not compromised.
- Information about patients and their care must never be discussed in public areas such as elevators, lobbies, the cafeteria or waiting rooms. Likewise, hospital business should not be discussed in public areas.
- Adhere to Administrative policy “Release of Patient Identifiable Information” in regards to who and what patient information may be released.

Follow Through

- All employees will provide appropriate information to their supervisors to ensure proper decisions are made based on the organization's values.

Call Lights

We will answer call lights in a way that demonstrates the care, courtesy and respect our customers deserve.

- All Hugh Chatham Memorial Hospital employees are responsible for answering patients' call lights.
- Do not leave the nursing station unattended during day and evening shifts. Any hospital employee can staff the desk to answer call lights and telephones. If there are times that the nursing station is left unattended, information shall be posted at the Nursing Station as to how to contact someone (cordless phone number, etc.)
- If you are passing a room – even on another floor – and you see an unanswered call light, enter the room, with the patient's permission and say, “Hello, I am _____. I saw your call light is on; please tell me what you need. I will relay your message.” Do not leave the floor until you are sure the message has been conveyed to the proper caregiver.
- At the nursing station, call lights will be acknowledged by the fifth ring. Address the patient by name and ask, “How may I help you?”
- Anticipate patients' needs (i.e., set up for meals, toileting, transport, etc.)
- The appropriate caregiver will respond to a patient's call or request within three minutes. If the caregiver is busy with another patient, an appropriate co-worker will meet the request.
- Ensure continuity of care by properly reporting to relief caregivers before leaving the floor for breaks, meals or other reasons. Return from breaks and meals promptly.
- Offer to help one another.
- Notify the patient when you will return rather than having the patient call back.
- Check on patients one hour before shift change to minimize patient requests during shift changes.



Commitment to Co-Workers

As Hugh Chatham Memorial Hospital employees, we are linked to one another by a common purpose; to serve our patients and our community. Our co-workers, therefore are our teammates. They deserve our respect. Without their contributions, none of us could perform his or her job. Just as we rely on our fellow employees, they rely on us. Each of us has an obligation to his or her co-workers.

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Our Mission and Values Will Guide Us In:

- Rejecting rudeness. We must at all times treat one another with courtesy and respect.
- Treating co-workers as professionals. We recognize that we each have an area of expertise.
- Showing consideration. We will be sensitive to a fellow employee's inconvenience. We will avoid eleventh hour requests and consider another's priorities in addition to our own.
- All employees are to focus on using a team approach. Professional courtesy is expected
- Support of fellow employees. We will offer help when possible and cooperate in the workplace. The use of mentors within the department is encouraged.
- Loyalty to co-workers and the Hugh Chatham Memorial Hospital organization. We will not undermine other people's work. We will be discreet about what we say and where conversations occur. Teamwork is expected at all times.
- Welcoming new employees. We will be supportive by offering help and setting an example of the cooperation expected in the workplace. New employees will be assigned a mentor or a "go to person" for questions. They will also have a helping hand sticker placed on their badge so that all employees will provide assistance.
- New employees will be identified with a "helping hand" on their name badge.
- Honesty in all interactions with co-workers.
- Respecting privacy of fellow employees.
- Never chastising or embarrassing fellow employees in the presence of others.
- Addressing problems by going to the appropriate supervisor. We will remember that non-supervisory employees may not have the authority to make procedural changes.



Customer Waiting

At Hugh Chatham Memorial Hospital, we recognize that our customers' time is very valuable. We strive to provide our customers with prompt service, always keeping them informed of delays and making them comfortable while they wait.

- Educate families about the process. Family members need to know that procedures generally do not begin as soon as customers enter the area.
- Provide a comfortable atmosphere for waiting customers.
- If it becomes apparent that a scheduled procedure or exam will be delayed, inform the customers prior to the appointment. In the case of an outpatient procedure, let the customer decide whether to come in later or make a new appointment.
- If there must be a wait, the acceptable waiting time for a scheduled appointment is 10 minutes. Apologize if there is a delay, and if appropriate, offer a new appointment if the procedure can be rescheduled.
- If there must be a wait, the acceptable waiting time for a non-scheduled appointment is one hour. However, customers may experience further delays while undergoing multiple tests or while patients with more serious conditions are being treated. In such situations, customers must be updated about their status every 30 minutes.
- Offer refreshments and reading materials to waiting families.
- Customers' families are as important as the customers. Update family members periodically – at least hourly – while a customer is undergoing a procedure.
- Always thank customers for waiting and apologize for delays.
- Inform patient of the approximate time for scheduled diagnostic tests and keep informed of reasons for delay.

Elevator Etiquette

Elevator etiquette can create a favorable impression for our patients, visitors and co-workers. Good elevator manners contribute to patient satisfaction and smooth transportation.

- Use the elevator as an opportunity to make a favorable impression. Smile at and speak to fellow passengers.
- Do not discuss patients, their care or hospital business on elevators to safeguard patient confidentiality and to maintain organizational integrity.
- When transporting patients in wheelchairs, always face them toward the elevator door.
- When exiting an elevator with a patient in a wheelchair or on a bed or stretcher, always make sure the way is clear before pushing the patient into the hallway.
- When a patient on a bed or stretcher is being transported by an elevator, don't allow that patient to be surrounded by other visitors or employees. Politely ask the others to wait for another elevator.
- Pause briefly before attempting to board an elevator so that you don't block the way for anyone wishing to exit. Hold the door open until all have boarded and then ask "what floor"?
- Don't monopolize the space in the middle of an elevator so you can make a quick exit. This exhibits an inconsiderate "me first" mentality. Allow patients and people with disabilities to be near the elevator door.
- Hold the elevator door for anyone you are escorting on the elevator and allow that person to enter first. When leaving the elevator, allow others to exit first holding the door open.
- If you are escorting someone who is leaving the building, walk that person to the elevator.
- Respect our co-workers' privacy by eliminating gossip. Our customers also hear this unprofessional talk. Avoid "BMW" (bellyache, moan and whine) sessions within public earshot.



Privacy

We will ensure our customers' right to privacy and modesty by creating and maintaining a secure and trusting environment. When entrusted with a customer's affairs, we will treat all information as confidential. Discussion of these matters will be restricted to situations where the information is necessary to meet the customer's health needs.

Our concern for customer's privacy will help promote peace of mind and lessen their anxiety.

Confidentiality

- Do not discuss our customers in public areas (i.e., elevators, hallways, cafeteria, etc.)
- Interview customers in private. Close doors if available; close curtains when indicated or keep a distance between customers when interviewing them, depending on what is feasible.
- Communicate with our customers' families and significant others in a private manner.
- Respect our co-workers' privacy by eliminating gossip. Our customers also hear this unprofessional talk. Avoid "BMW" sessions within public earshot.
- Do not discuss patients, their care or hospital business on within hearing distance of customers to safeguard patient confidentiality and to maintain organizational integrity.
- Telephone conversations between employees and customers should always be conducted with discretion.
- Patient records must be kept confidential.

Modesty

- Before entering a patient/resident room SKATE:
Stop, Knock, Ask permission to enter the room, **Tell** who you are and why you are there and **Enter** the patient room, closing the door behind you
- Provide the proper size gowns for customers.
- Provide a robe or second gown when a customer is ambulating or in a wheelchair. Provide sheets or blankets when a customer is being transported.
- Close curtains or doors during examinations, procedures or when otherwise needed.
- Employees must be respectful of patient areas: do not enter without permission. Patients may be exposed for treatment. Should not just "walk in".



Safety Awareness

Safety will be the responsibility of all Hugh Chatham Memorial Hospital employees to ensure an accident-free environment. “Think safe, act safe, be safe and stay safe” is the safety awareness creed. That is a fundamental part of job performance. Accidents are the result of actions and attitudes that you can help eliminate.

Maintain a Safe Environment

- Report all accidents and incidents promptly and completely.
- If you see a safety hazard, correct it if possible; report it if not.
- Do not take unnecessary chances.
- Know the policies and procedures, both facility-wide and departmentally, relating to safety issues.
- Practice safety as a courtesy to your co-workers, your patients and all others.
- Protect your back when lifting, pushing, pulling or carrying. Get help when necessary.
- Be aware of potential chemical hazards; it is our right to know.
- Respect all machinery. Be sure it is in good working order and use it in the proper manner.
- Use protective clothing and equipment when appropriate.
- Prevent slips, trips and falls.
- Be prepared for emergencies and know the correct and prompt actions to take.
- If in doubt, ASK.

Sense of Ownership

Every Hugh Chatham Memorial Hospital employee must feel a sense of ownership toward his or her job. By this we mean taking pride in what we do, feeling responsible for the outcomes of our efforts, and recognizing our work as a reflection of ourselves.

Take pride in this organization as if you owned it.

- Be sure you know and understand the responsibilities of your job. Take charge of and accept these responsibilities.
- Adhere to organization and departmental policies regarding tardiness, breaks, and time clocks.
- Keep your personal work area and surrounding environment clean and safe.
- Strive to do the job right the first time. Focus on the customers' needs.
- Look beyond your assigned tasks. Your responsibility does not end where your co-workers' responsibilities begin. In most situations, responsibilities merge and blend. When it is appropriate for you to perform a service, do so.
- Do not say, “It’s not my job.” If you are unable to meet a request, be responsible for finding someone who can. Follow up later to make sure task is completed. Explain delays.
- Perform your work in a timely manner. Meet customers' needs as soon as possible.
- Pay attention to details.
- Complete tasks. If interrupted, return to the job as soon as possible. If you are unable to finish a task, find someone who can.
- Conduct yourself as a professional.
- Live the values of the organization.
- Each employee is responsible for arranging for payment of facility related accounts.



Notes

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Standards Of Performance

APPLICANT ACKNOWLEDGEMENT

I HAVE READ Hugh Chatham Memorial Hospital's Standards of Performance, which describes the expectations for my behavior should I be offered and accept a position as an employee.

I UNDERSTAND that if I am employed by Hugh Chatham Memorial Hospital, I will be evaluated on these Standards of Performance as part of the 90-day and annual performance appraisal process.

IF I am offered and accept a position within Hugh Chatham Memorial Hospital, I agree to abide by the Standards of Performance.

Applicant Signature

Date

