

# WE ARE COMMITTED TO EXCEPTIONAL PATIENT CARE SERVICE AND CUSTOMER SERVICE

## **SERVICE WITH COMPASSION**

WE ARE COMMITTED TO EXCEPTIONAL PATIENT AND CUSTOMER SERVICE.

- I will greet people with a smile, make eye contact and speak in a pleasant tone of voice.
- I will wear my name tag, knock before entering, introduce myself and explain my role and purpose.
- I will ask for and address my patient by his or her preferred name and title, i.e. Mr., Mrs., Ms., Dr.
- I will explain the plan of care and treatments in understandable language.
- I will inform patients of any delay and apologize for any inconvenience it causes.
- Before leaving a patient's room or a customer's site, I will ask if there is anything else I can do and state that I have time.
- I will answer the telephone within three rings, speak pleasantly and return calls promptly.
- I will escort lost patients and visitors to the appropriate areas.
- If I can't meet someone's needs, I will find someone who can.
- At discharge, I will thank patients for choosing CAMC for their health care needs.

## **SAFETY**

WE ARE COMMITTED TO THE IMPLEMENTATION OF PROCESSES, SYSTEMS AND ENVIRONMENTS OF CARE THAT REDUCE THE RISK OF HARM FOR PATIENTS, STAFF, MEDICAL STAFF, RESIDENTS, STUDENTS AND VISITORS.

- When caring for patients, I will wash my hands.
- When caring for patients, I will verify patient name and birth date before giving medications, drawing blood or doing any procedure.
- When caring for patients, I will use the MAK system for medication administration.
- I will use safety devices as provided.
- I will wear personal protective equipment when required.
- I will maintain a clean environment.
- I will make recommendations to improve safety in my work.
- I will complete a Safety Report online immediately after an event.
- I will contact the Sentinel Event Team if a serious patient event occurs.

## **RESPECT**

WE WILL DEMONSTRATE POSITIVE ATTITUDES THROUGH OUR BEHAVIORS.

- I will recognize the positive contributions of others and myself.
- I will listen to and respect my fellow employees' and patients' opinions.
- I will acknowledge the beliefs, spiritual needs and concerns of employees, patients and their families.
- I will show genuine concern and caring for others.
- I will respond to others' needs for information in a timely manner.
- I will dress and act professionally when I am at work.
- I will strive to manage my personal stress and emotions so they do not interfere with my interactions with others.
- I will not disturb others by talking quietly in shared areas, limiting group conversations in public areas and being aware of where personal conversations take place.

## **QUALITY**

WE RECOGNIZE THE IMPORTANCE OF CONTINUOUS IMPROVEMENT AND OUR INDIVIDUAL RESPONSIBILITY TO PATIENTS AND EMPLOYEES.

- I will listen to the voice of my patients and customers to improve satisfaction.
- I will identify opportunities to continuously improve my workplace and participate in my department's quality improvement structure and process.
- I will use my performance planner feedback and will welcome constructive feedback from my managers and peers to build on my areas of strength and to work on areas for improving my performance.
- I will accept responsibility for my work performance and participate in education and training that will improve my ability to serve patients and customers.

## **INTEGRITY**

WE WILL MAINTAIN THE HIGHEST ETHICAL STANDARDS AT ALL TIMES.

- I will actively protect and safeguard confidential, sensitive and proprietary patient information.
- I will actively protect confidential, sensitive and proprietary personal information relating to employees such as salary, benefit or disciplinary action.
- I will not solicit personal gifts, tips or gratuities from patients or vendors.
- I will not take part in harassment or discrimination of any kind.
- I will not use the company's equipment, supplies, materials or services for personal benefit.

## **STEWARDSHIP**

WE UNDERSTAND OUR RESPONSIBILITY AS A NON-PROFIT HEALTH CARE PROVIDER.

- I will use our resources wisely.
- I will take care of property and equipment.
- I will strive for efficiency, eliminate re-work and reduce supply waste.
- I will speak positively about CAMC in the community.