



EMPLOYEE SERVICE

# STANDARDS OF BEHAVIOR

As an employee of Lafayette General Health, I believe that there is no higher responsibility than to provide and ensure high quality and a caring environment for our patients, customers and coworkers. I know that I am only one person, but I also know that it only takes one person to make a difference, either positive or negative. When I choose to work within this system, I am choosing to embrace the following *SERVICE* standards and behavioral values in order to promote the mission and vision of our system. I will be both committed to and accountable for demonstrating supportiveness, etiquette, respect, vibrancy, integrity, communication, and excellence in service delivery by adhering to the behaviors specified in this document.



## SUPPORTIVENESS

- I will welcome new employees to the system and serve as a mentor when appropriate.
- I will be a team player and work collaboratively to help others, including those outside of my department.

I will avoid using the phrase, *"That's not my job/patient/department."*

## ETIQUETTE

- I will use proper phone etiquette by identifying myself & the department, followed by a pleasant greeting.
- I will follow the 10/5 rule: acknowledging the person at 10 feet away with a smile, saying *"hello"* at 5 feet away.
- I will allow patients, customers & guests on and off elevators or through doorways first.
- I will help lost guests and new employees by escorting them to their destination instead of just pointing.

## RESPECT

- I will dress to reflect respect and professionalism by wearing clothes that are clean, neat and in good repair. *(Policy V-D4)*
- I will respect dignity & diversity. I will knock before entering patient rooms & cover patients being transported.

## VIBRANCY

- I will make a conscious decision to have a positive, willing and flexible attitude each day.
- I will embrace change by contributing & being open to new ideas & approaches. Further, I will avoid using phrases like, *"But that's how we've always done it."*
- I will promote a nurturing, healing and safe physical environment by removing clutter, ensuring cleanliness and keeping equipment in working order.

I will report any damaged equipment or unsafe situations immediately.

## INTEGRITY

- I will ensure the privacy and validity of all medical records, correspondence and confidential conversations.
- I will proactively seek opportunities for continued growth & development. I will accept coaching as part of a supportive culture.
- I will be fiscally responsible by not wasting hospital time, resources or equipment.
- I will **A.C.T. (Acknowledge, Correct, Thank)** when faced with a complaint or service recovery opportunity. *(Policy II-U)*

## COMMUNICATION

- I will use **AIDET** always. **ACKNOWLEDGE** I will make eye contact, smile and promptly acknowledge those who approach me, & use names. **INTRODUCE** I will wear my name badge on the upper, front part of my body and verbalize who I am & what I do. I will promote confidence in LGH by managing up our team and hospital. **DURATION** I will provide timeframes for follow up/next steps in service & updates when necessary. **EXPLANATION** I will actively listen & explain things in a way people can understand. **THANK** I will recognize, praise and thank our patients & team.
- I will take the time to read hospital and system communications (*emails, flyers, newsletters, policies, electronic boards, etc.*) to stay informed of responsibilities, changes and events. I will avoid repeatedly using the phrase, *"I didn't know."*
- I will avoid using cell phones, Internet, wireless technology, etc. for personal reasons during work time. *(Policy V-D7)*

## EXCELLENCE IN SERVICE DELIVERY

- I will convey concern and compassion as well as a willingness to serve, always.

Above all, I will exceed the expectations of my customers, patients and co-workers by consistently doing the right thing, at the right time, for the right reason. I agree to abide by the preceding standards of behavior for the duration of my career here.