

# 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.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date