

## Employee SERVICE Standards of Behavior

As an employee of Union General Hospital, I believe that there is no greater 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 to make a difference*. When I choose to work within this system, I am choosing to embrace the following SERVICE Standards of Behavior in order to promote the Mission, Vision and Values of Union General Hospital. I will be both committed to and accountable for the following Standards of *Behavior*.

### Supportiveness

- I will welcome new employees, customers, patients, guests, etc. to UGH.
- 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” OR “That’s not my patient”.
- I will recognize, praise, and thank my fellow workers as well as my customers and patients.
- I will have a role model and be a role model.
- I will promote confidence in UGH by speaking well of my co-workers, medical staff, and hospital.

### Etiquette

- I will answer the phone by stating my name and my department in a pleasant manner by the third ring.
- 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 help lost guests and new employees by escorting them to their destination.
- I will give patients/visitors the right of way in hallways.
- I will thank the patients for allowing us to care for them.

### Respect

- I will dress to reflect respect and professionalism, always following the hospital dress code policy.
- I will strive to keep my work space clean, neat and organized.
- I will respect my patient’s dignity. I will knock before entering patient rooms and appropriately cover patients being transferred or transported.
- I will be resourceful and respectful of hospital time and equipment in order to keep costs down.
- I will show compassion and understanding and be non-judgmental in meeting the needs of our customers regardless of religious and cultural diversity, as well as those with special needs.
- I will avoid using communication devices (cell phone, iPad, iPod, etc.) for personal reasons, except in emergencies during work time.
- I will respond to work related emails and voice mails in a timely manner.
- I will always strive to be on time for scheduled work and meetings.
- I will remember that the patient is not an interruption of my work. They are my reason for being here.
- I will treat others as I would want myself or family members treated.

# Vitality

- I will have a positive, willing and flexible attitude EACH day and embrace change by contributing to new ideas.
- I will be ready to help at all times. I will promptly acknowledge people who approach me or my desk.
- I will wear my name badge properly on the upper part of my body.
- I will promote a nurturing, healing, and safe physical environment.
- I will care for my own health, well-being, and emotions so that I can better care for others.

# Integrity

- I will lead by example.
- I will ensure the privacy of our patients, co-workers and visitors is maintained at all times.
- I will discuss personal and professional work problems away from patients and/or visitors.
- I will admit when I make a mistake, learn from it and not repeat it.
- I will work to solve problems rather than blame others.

# Communication

- I will understand how the other person feels through kind thought, words and actions.
- I will explain things in a way people can understand.
- I will take the time to listen to employees, patients, co-workers, visitors, etc.
- I will convey concern and compassion for all by listening with empathy and confirming what has been heard.

# Excellence (in service delivery)

- I will respond to calls for assistance in a timely manner. (1-2 minutes)
- I will recognize a potentially negative situation before it becomes a problem and intervene immediately by knowing and using the Service Recovery Process - LEAD: Listen, Empathize, Apologize, and Deal with it!
- I will read hospital communications timely, to stay informed of responsibilities, changes and events.
- I will always ask a patient if there is anything else that I can do for them before I leave their room, or they leave my work area.

**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 even when no one is watching. I agree to abide by the preceding standards of behavior for the duration of my career here.**

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Signature/Date