



# STANDARDS FOR EXCELLENCE

We, the staff of Reedsburg Area Medical Center & Senior Life Center, commit to *going beyond the expected*. We strive to fulfill each individual's needs by encompassing skill, compassion, communication, caring, teamwork, professionalism, accountability, positive attitude and respect.

*We achieve this by committing to the following standards for service excellence:*

## EFFECTIVE COMMUNICATION:

- Identifying myself, my department and role, both on the phone and in person
- Providing simple, clear explanations and seeking verification of understanding
- Keeping others informed of important information including delays and schedule changes
- Offering appropriate education to patients, visitors, family and employees
- Providing written communication that is objective, legible and done in a timely manner
- Sharing relevant information openly and respectfully with appropriate individuals
- Recognizing different learning styles
- Demonstrating active listening skills - using eye contact and pleasant tone of voice

## COMPASSION:

- Being empathetic – trying to put myself into the other person's situation
- Recognizing physical, emotional and spiritual needs
- Being attentive and genuine and offering reassurance
- Being courteous, understanding and thoughtful
- Exhibiting a caring attitude

## TEAMWORK:

- Recognizing values and skills, showing appreciation for different roles and utilizing others' strengths
- Being flexible
- Actively sharing the workload through collaboration and delegation
- Fulfilling job responsibilities dependably
- Praising and thanking co-workers publicly – offering constructive criticism privately
- Working collaboratively between the departments with respect for roles, knowledge and expertise

## RESPECT:

- Being non-judgmental
- Protecting privacy, confidentiality and dignity of patients/residents and coworkers, including knocking before entering a room
- Honoring individual differences, such as religion, family beliefs, ethnic backgrounds
- Addressing individuals according to their preference (Mr., Mrs., Ms. or first name basis)
- Valuing others' priorities, time and needs
- Demonstrating patience by allowing others the time to complete tasks, thoughts, and sentences at their own pace

## POSITIVE ATTITUDE:

- Smiling
- Being friendly, helpful and sincere
- Being enthusiastic and optimistic
- Replacing criticism by offering constructive solutions
- Being open-minded to new ideas

## ACCOUNTABILITY:

- Following through by doing what you say you will do
- Maintaining a schedule and respecting others' schedules
- Taking personal ownership by staying informed of any updates or changes in the organization, including policies and procedures
- Taking the initiative to investigate problems, find solutions and report back as needed
- Being fiscally responsible by utilizing resources (staff, time, space, supplies and equipment) in an appropriate and cost effective manner.
- Participating in the organization's performance improvement activities

## PROFESSIONALISM:

- Speaking positively of RAMC
- Taking responsibility for my actions
- Organizing my skills/time effectively
- Maintaining a positive appearance, i.e. dress code, image, work area and surroundings
- Being an advocate for our patients, residents and families
- Avoiding gossip
- Staying current in my field
- Recognizing need for improvement, seeking new solutions, and being open to change
- Serving as a positive role model

## ETIQUETTE:

- Acknowledging others promptly with a welcoming greeting
- Speaking slowly and clearly with a respectful, attentive voice
- Asking, "How may I help you?" Ending all encounters by asking if additional help is needed
- Responding promptly to telephone call backs
- Being responsible for knowing how to use the phones effectively (how to transfer calls, how to place people on hold, etc.)
- Taking ownership for directing phone calls to the appropriate location
- Minimizing noise (reduce conversation volume, limit overhead paging)
- Creating a welcoming environment by escorting individuals to their destination whenever possible



I AGREE TO DISPLAY THESE BEHAVIORS DURING MY EMPLOYMENT WITH RAMC/RASLC.

EMPLOYEE SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_