

Service Standards Listing

Service Standards have been developed by employees of Thomas Jefferson University Hospital and approved by the Hospital's Board of Trustees. It is expected that all employees of Thomas Jefferson University Hospital will adhere to these service standards.

S - Safety – We will ensure the safety of our customers and ourselves. We must think safe, act safe, be safe and stay safe.

T - Teamwork – We are linked to one another by a common purpose: serving our customers and our community. Our coworkers are teammates. They deserve our respect. Just as we rely on our fellow employees, they rely on us. Everyone's contribution is vital.

A - Awareness – We will take pride in what we do and be accountable for the outcomes of our efforts. We will recognize our work as a reflection of ourselves and of our commitment to our customers and to Jefferson. We will take pride in Jefferson because we are its reputation.

R - Respect – We will treat our patients, visitors and coworkers with sensitivity, dignity and courtesy. We will ensure our customers' right to privacy and modesty by creating and maintaining a secure and trusting environment.



Safety

We will ensure the safety of our customers and ourselves.
We must think safe, act safe, be safe and stay safe.

1. Wear your identification badge properly - front forward and preferably at eye level (but no lower than waist level).
2. Introduce yourself by name and department/nursing unit and state your reason for being there.
3. Abide by all infection control policies and procedures (especially hand washing).
4. Return equipment to its proper storage place.
5. Report broken equipment or areas in need of repair as soon as you see them.
6. Correct any safety hazards you identify. Identify and report any safety hazards you can't correct to your supervisor.
7. Know and follow the policies and procedures of the hospital and your department.
8. Be prepared for emergencies and know the correct and proper actions to take when they occur.
9. Keep the environment clean and safe. If you see something out of place, pick it up and put it in its proper place.
10. Practice proper body mechanics when lifting, pushing, pulling or carrying. Get help if necessary.
11. Be aware of potential hazardous materials in the workplace; it is your "right to now." Know where your department keeps Material Safety Data Sheets (MSDS).
12. Ensure the accuracy of patient identification by asking the patient to state their name and date of birth and check the patient's wrist band.
13. Use only approved abbreviations in patient documentation.
14. Reduce the risk of healthcare acquired infection by frequent hand washing.
15. Be aware of regulatory requirements to assure they're fully completed.
16. Report any instance that does not conform to the laws, regulations, or codes to your supervisor, Compliance Officer or call 1-888-5COMPLY.

Teamwork

We are linked to one another by a common purpose: serving our customers and our community. Our coworkers are teammates. They deserve our respect. Just as we rely on our fellow employees, they rely on us. Everyone's contribution is vital.

1. Show loyalty to your coworkers and to Jefferson. Apologize for problems that occur without placing specific blame on a department or individual.
2. Help ease patient anxiety and refrain from making comments to patients about workload or staffing and personal issues.
3. Set aside differences when working together to benefit the patient. Professional courtesy and cooperation is expected.
4. Look beyond your assigned tasks. Your responsibility doesn't end where your coworkers' responsibilities begin. In most situations, responsibilities merge and blend. Cooperation is expected.
5. Refrain from saying "It's not my job." Take ownership of issues and work to resolve them or report them to the appropriate person or department to solve it. Keep the customer informed of the actions taken.
6. Welcome new employees. Offer help and set a positive example.
7. Be discreet and polite when discussing problems and conflicts with co-workers. Keep your voice low so that patients and their families do not hear your conversation.
8. Respect your coworkers' privacy and keep personal conversations personal.
9. Be sure you know and understand the responsibilities of your job. Take charge of and accept these responsibilities including organizational and departmental policies regarding tardiness, breaks and time clocks/time sheets.
10. Clean up after yourself.
11. Perform your work in a timely fashion.
12. Treat every coworker as a professional. Remember that we all have an area of expertise. Facilitate growth and leadership in fellow employees. Encourage coworkers to excel.
13. Express thanks to your coworkers for their help and support.

Awareness

We will take pride in what we do and be accountable for the outcomes of our efforts. We will recognize our work as a reflection of ourselves and of our commitment to our customers and to Jefferson. We will take pride in Jefferson because we are its reputation.

1. Be sensitive to the noise level and keep the volume down, especially in patient care areas.
2. Keep your voice at a moderate level when speaking with patients and co-workers. Do not raise your voice.
3. Recognize that our customers have a sense of urgency and show them that we value their time.
4. Apologize for problems and inconveniences.
5. Be attentive to patients and visitors. If someone appears to need directions, help. Including assisting visitors to their destination.
6. Be observant of your surroundings and report any suspicious activity to the security department.
7. Protect your personal and organizational property by keeping locked doors locked.
8. Comply with the dress code policies of your department and dress professionally with an awareness that you represent the hospital to patients and families.
9. Turn off personal cell phones and pagers while you are at work.
10. Respect your environment and dispose of any litter or garbage you generate. Everything Speaks! Be aware of what needs to be fixed, cleaned, removed, and get it done.
11. Think about the details of a project when it is presented. Get involved and take the initiative in finding solutions.
12. Answer call bells when others can't. Acknowledge to the patient that someone has heard them, and relay requests to the nurse's attention.
13. Request an exception for an organizational policy to ensure patient satisfaction or safety.

14. Choose a positive attitude.

Respect

We will treat our patients, visitors and coworkers with sensitivity, dignity and courtesy. We will ensure our customers' right to privacy and modesty by creating and maintaining a secure and trusting environment.

1. Listen carefully to what our customers have to say. Avoid interrupting; speak at a reasonable pace.
2. Handle the patient's belongings with care and respect after first seeking permission.
3. Treat the patient's room as if it were their home. Help to keep it clean by putting away excess equipment and supplies.
4. Recognize that it is difficult to be a patient. The effects of illness, treatment and the hospital stay can be very difficult. Demonstrate understanding and empathy. Remember that all hospital staff can support the patient's emotional needs.
5. Be sensitive to patients' attempts to maintain their dignity while in your care.
6. Communicate in a warm and friendly manner.

In Person...

- o Promptly welcome your customers in a warm, friendly manner. Introduce yourself by using your name and by asking "How may I help you?"
- o Maintain eye contact with everyone and use polite phrases, such as "please" and "thank you."
- o Address customers by their proper name, "Mr." and "Ms.". Ask their preference on addressing them and pronouncing their name.
- o Listen to your customers' concerns in ways that show you care. Give your customers your full attention.
- o Use open gestures and avoid negative body language (e.g. crossed arms, looking down, negative hand gestures and facial expressions.)

On the Telephone...

- o Answer the telephone promptly, preferably within three rings when possible.
- o Greet the caller and identify yourself, your department or nursing unit and ask, "How may I help you?"
- o Sound positive and willing to help. Remember that your voice must carry the emotions that your face would express in person.
- o Conclude an outside call with a closing statement, "Thank you for calling Jefferson."
- o Place people on hold only when absolutely necessary and they agree. Thank the caller for holding when you return to that call.
- o Acknowledge callers on hold periodically, give the status of their call and ask if they want to continue to hold.
- o Return all calls within 24 hours or the next business day.
- o Know how to operate the telephones in your area. When transferring a call, first provide the caller with the correct number in case the call is lost.
- o Place phones on "hands free" mode or "speaker phone" only when necessary. Get the caller's permission to place him or her on hands free mode or speaker phone.
- o Keep voicemail messages short. Do not leave long complex messages.
- o Adjust your voicemail message/email message if you are unavailable for a period of time.

For Patients, Families, and Visitors...

- o Provide information and explanations related to services and treatments to patients and their families. Use easily understood language.
- o Update the family members periodically – at least every two hours while the patient is undergoing a procedure. Patients' families are as important as the patients.
- o Educate the families about the patient care process.
- o Update patients immediately upon delays and periodically thereafter.
- o Inform the patient prior to the appointment whenever possible if it becomes apparent that a scheduled procedure or exam will be delayed.
- o Use easily understood and appropriate language when giving patients any information. Avoid jargon and abbreviations unfamiliar to the patients.
- 7. Learn to recognize, respect and work with patient's different cultures, values, beliefs, practices and rituals. If you need to access translation services, including sign language, promptly call Patient Services or page the Nursing Supervisor after hours.

- 8. Assure that patient confidentiality and privacy are not compromised.
 - o Never leave any patient information, including computer screens, charts and operating room schedules unattended. Never discuss patient information or hospital business in public areas.
 - o Shred confidential information. Never throw it in the general trash.
 - o Knock before entering a patient room and always identify yourself by your name, your position and your reason for being there.
 - o Pull curtains and close doors when appropriate and explain to the patient that you are doing it to protect their privacy.
 - o Provide a second gown or extra blanket when a patient is ambulating, in a wheelchair or being transported.
 - o Use the most private space available when discussing patient information with a patient or family members.
 - o Conduct telephone conversations between employees and patients/ families with discretion.

- 9. Practice good elevator etiquette.
 - o Allow people to exit the elevator before entering the elevator.
 - o Hold the elevator door when escorting someone and allow that person to enter first. When leaving the elevator, exit and hold the door if possible.
 - o Make room for others on the elevator and hold the door or "door open" button for them.
 - o Stand to the side in an elevator. Allow patients and people with disabilities to be near the elevator door.
 - o Promptly comply if asked to exit an elevator in order to facilitate patient transport.
 - o Use the stairs in order to help alleviate congestion and save the elevators for patient and visitor transport