

2008 ProHealth Standards of Performance: OUR SPARK

ProHealth Value Statement:

Respond with Excellent Service, Respect and Compassion

A light inside shines most bright in those who give care. It's the spark of life.

Offer service that creates a positive *first and lasting* impression

Use effective communication skills

Respond with care and compassion

Solve problems

Protect privacy and confidentiality

Act like a team player

Respect everyone

Keep people and environment safe

Offer service that creates a positive *first and lasting* impression

- Demonstrate by your attitude and actions that nothing is more important than providing exceptional service to patients, families and each other.
- Be cheerful; Make eye contact and greet everyone with a smile -- *share your spark!*
- Introduce yourself and describe your role. When answering calls, use a friendly greeting, identify yourself and department.
- Offer assistance and ask, "*Is there anything else I can do for you?*"
- Answer phones promptly, ask permission to place callers on hold, announce caller before transferring.
- Dress professionally and wear your name badge so that photo is visible.
- Notice if someone appears lost and offer to help. Escort them to their destination if you can or ask a team member for help.
- Seek out opportunities to exceed customer expectations; make them say "wow".

Use effective communication skills

- Share complete and unbiased information with patients and families in ways that are affirming and useful.
- Listen to concerns in a way that shows you care.
- Provide explanations for what to expect.
- Describe what you are doing and why.
- Verify that you are heard and understood (i.e. hearing impaired, language barriers).
- Listen carefully to the person/s speaking until they feel understood and until you have all of the information you need.
- Use language that is appropriate and easy to understand.
- Explain any problems or delays.
- Extend a thank you (*for their patience, for choosing us, for their time*).

***R*espond with care and compassion**

- Encourage and support patients and families to participate in care and decision making at the level they choose.
- Use a tone of voice that is comforting and reassuring.
- Show empathy and presence in all actions and interactions, for what others are experiencing.
- Be patient and attentive in each encounter.
- Interact in a culturally sensitive manner (i.e. access interpreters as needed, incorporate cultural beliefs about healing, be respectful of lifestyle differences).
- Accommodate individual needs; take a patient and family centered approach.
- Hear all voices; accept others frame of reference.

***S*olve problems**

- View all concerns as an opportunity to exceed expectations.
- Listen without becoming defensive or making excuses.
- Take responsibility and apologize sincerely even if it's not your fault. Follow through to resolution.
- If you don't know the answer to a question, indicate that, "*I don't know, but I'll find out.*"
- Use innovative service recovery strategies to turn a negative situation into a positive one.

***P*rotect privacy and confidentiality**

- Never discuss confidential information where others can hear.
- Knock before entering.
- Inform patients that you are closing curtains and doors for their privacy.
- Keep voices low to help maintain a healing environment.
- Provide proper size gowns for patients and additional sheets or blankets needed.
- Follow the Workforce Confidentiality agreement.

***A*ct like a team player**

- Collaborate with patients and families as members of the health care team.
- Support and acknowledge all team members; speak up when others are being excluded
- Anticipate the needs of team members and offer assistance.
- Share accountability for the teamwork necessary to provide exceptional service
- Show appreciation for the contributions of team members through positive feedback. .
- Openly address misunderstandings and resolve disagreements.
- Be flexible and adaptable to the needs of the organization.

***R*espect everyone**

- Listen to and honor patient and family perspectives and choices.
- Take time to identify needs and expectations and acknowledge them as important.
- Be respectful of individual differences.
- Be considerate of others schedules
- Foster high standards of ethical and professional practice by demonstrating the Standards of Conduct and honoring the patient's rights.

***K*keep people and environment safe**

- Provide an environment that is safe and comfortable.
- Pick up and dispose of any litter.
- Remove safety hazards if possible, if not, report them promptly.
- Comply with safe care practices (i.e. hand washing, patient safety, regulatory requirements).
- Abide by Environment of Care Standards (i.e. fire safety, electrical safety).
- Create a sense of emotional safety for yourself and your team members.

###