



Standards of Performance Summary

C – Courtesy - *Courtesy is treating others the way you would like to be treated.*

Elevator / Door Etiquette - Elevator and door etiquette can create a favorable impression for our customers. We will exhibit good elevator and door manners to ensure patient safety and excellent customer service.

Addressing Customer Needs/Call Lights - We will provide timely response to patients' needs to demonstrate the care, courtesy and respect our customers deserve.

Customer Waiting - Recognizing our customers' time as valuable, we will provide prompt service, always keeping customers informed of delays and making them comfortable while they wait.

Communication - (Honesty, Greetings, Listening, Giving Directions, Telephone and E-mail Etiquette, and Customer Information/Education) The goal of communication is understanding. We are committed to listening attentively to our customers in order to fully understand their needs. Close attention will be given to both verbal and non-verbal messages. Our messages to customers will be delivered with courtesy, clarity, and care. We will avoid confusing customers by speaking in easily understood terms. Rudeness will never be acceptable.

A – Attitude - *Attitude is willingly helping out whenever and wherever necessary—even if it is “not my job”—and doing whatever is necessary to make the health system everything it can be.*

Safety Awareness - Safety is the responsibility of all associates to ensure an accident-free environment. We think safe and act safe in order to stay safe.

Sense of Ownership - We will exhibit a sense of ownership, taking pride in what we do, feeling responsible for the outcomes of our efforts and recognizing our work as a reflection of ourselves.

Accountability – We will equally accept responsibility as a team member and lead by example.

R – Respect - *Respect towards patients is keeping their information confidential; respect towards co-workers is treating each other with fairness and courtesy; respect towards the health system is making sure your appearance, as well as the appearance of the facilities, is both neat and professional looking.*

Privacy/ Confidentiality - The goal of confidentiality and privacy is to create and maintain a secure and trusting environment for all patients, their families and loved ones, and our fellow associates. We will consistently demonstrate our concern for our customers' privacy.

Appearance - The dress and personal appearance of associates reflects on SRHS. We will make a positive personal presentation by taking pride in our personal appearance and our facilities' appearance. Our manner and expression, when on any SRHS campus or representing SRHS at a community function, will convey our concern for and willingness to serve our customers.

Commitment to Coworkers - SRHS associates are linked to one another by a common purpose--serving our patients and our community. We will honor our co-workers--our teammates--with respect.

Commitment to Physicians – We will address Physicians by name and assist them in any way possible making them feel welcome and appreciated.

E – Enthusiasm - *Enthusiasm is exhibiting eager interest in everything we do.*

Morale – We will celebrate the little wins and support each other in a positive upbeat manner.