

FOCUS Vision Statement

S&W Standards of Behavior

C.A.R.E.S.

Courtesy

- Acknowledge patients & one another immediately
 - Make eye contact
 - Smile (even when on the phone)
- Use pleasant greetings (hello, good morning, etc.)
 - Take time to stop & notice your co-workers & patients
- Practice Elevator Etiquette
 - Allow those inside elevator to exit first before you enter
- Manners
 - Say please, thank you, you're welcome, sir, etc., to all
 - Tell our patients: Thank you for choosing S&W!
- Engage in Proactive initiatives / helpfulness
 - How may I help you? I have time.
 - You seem lost, may I be of assistance?

Attentive

- Listen (really listen to what they are saying)
 - Respond so patient/co-workers know they were heard
- Give undivided attention (focus your time on me)
- Provide explanation of what to anticipate
 - How long before my call is returned
 - When will I see the doctor
 - How much of a wait will this be
 - What can I expect from this test/procedure
 - Will this hurt
- Ask for feedback
 - Encourage communication

Respect

- Call patients by Name (Mr./ Mrs.)
 - Refrain from "honey", "darling", etc.
- Follow through & do what you say you will
- Uphold confidentiality
- Communicate quickly & pro-actively
 - Inform patients/co-workers if there are delays
- Respect differences (cultures & generations)
- Treat all co-workers with dignity & respect

Excellence

- Professionalism
 - Know your job
 - Follow dress code policies
 - Project positive image of yourself and S&W
 - Park in designated employee parking areas
- TEAMWORK (It takes EVERYONE at S&W)
 - We are all here to serve patients & work together
 - Courtesy & co-operation
 - Step in and help whenever you can
 - Make new employees feel welcome
 - Teach with patience & understanding
 - Praise & encourage co-workers

Spirit of Service/Professional Pride

- Wear name badge (with name & picture visible)
- Introduce yourself to your patient (state your name)
 - When answering telephone
 - Entering a patients room/ meeting patients or guests
- Assume responsibility & take ownership
 - Follow safety procedures
 - Wear protective clothing/gear when appropriate
 - Pick up trash
 - Eat in designated areas away from work station
- I support Scott & White as a tobacco-free workplace.

Standards Team Challenge

- To identify and implement standards of behavior that describe the qualities and professionalism Scott & White staff demonstrate in all their interaction, at all times with patients, families, visitors, and each other.
- Standards were developed using employee suggestions & feedback.



For
Our
Customers'
Ultimate
Satisfaction

- FOCUS will place Scott & White as the nationally recognized leader in customer service in health care.
- FOCUS will place Scott & White as the employer of choice by creating a culture that develops integrity, professionalism, accountability and respect among staff; develops the skills and knowledge of employees to empower them to higher standards; and creates pride in their employment.

Print Name

Signature

I have read and will be committed to these standards.

____ - ____ - ____
SSN

Date