

KADLEC CAREGIVER EXPECTATIONS

# STANDARDS *of* *Excellence*

We set forth these behavior expectations for all Kadlec caregivers in support of our Mission, Promise and Values.

**KADLEC**



## OUR MISSION

To provide safe, compassionate care.

## OUR PROMISE

Know me, care for me, ease my way.

## OUR VISION

Health for a better world.

## OUR VALUES

In achieving the mission of Kadlec, we uphold these essential values:

1. **Safety** – As our highest priority, safety is at the core of every thought and decision.
2. **Compassion** – We reach out to people in need and give comfort. We nurture the spiritual, physical and emotional well-being of one another.
3. **Respect** – We treat everyone with acceptance and honesty, valuing individual and cultural differences.
4. **Integrity** – We earn the trust of the community through ethical behavior and transparency.
5. **Stewardship** – We believe that everything entrusted to us is for the common good. We strive to care wisely for our people, our resources and our community.
6. **Excellence** – We hold ourselves accountable to the highest standards of quality and safety.
7. **Collaboration** – We join together and with others across the community to advance the interest of patients and families.

## **UNIVERSAL BEHAVIORS**

In every interaction, we have the opportunity to make a difference. Consider how you can exceed the expectations of those we serve.

### **1. PAY ATTENTION TO DETAIL**

- Engage in a friendly, helpful and respectful manner.
- Be aware of others and offer assistance as needed.
- Acknowledge visitors and walk them to their destination whenever possible.
- Seek to find the correct person to meet the needs of others when you receive a request that you cannot fulfill.

### **2. COMMUNICATE CLEARLY**

- Demonstrate compassion and engagement by facing others and making eye contact.
- Greet others with a smile, using welcoming and culturally appropriate language.
- While documenting in the electronic record look up from your device and engage often.

### **3. HAVE A QUESTIONING ATTITUDE**

- Keep an open mind to new ideas, views and talents.
- Welcome feedback as an opportunity.
- Reframe your questions to encourage response. Ask, "What questions do you have?" or, "What can I do for you before I leave the room?"

### **4. OPERATE AS A TEAM**

- Be honest, professional and practice common courtesy.
- Choose your own attitude and morale.
- Be fully present and minimize distractions.

- Demonstrate you are responsible and reliable. Do not imply, “That’s not my job.”
- Manage up! Support your team by positively positioning them in hand-offs.

## 5. SPEAK UP FOR SAFETY

- Explain, to clearly convey:
  - i. What you are doing...
  - ii. Why it is important...
  - iii. How it will benefit them
- Be cognizant of the procedures, equipment and processes specific to your work environment that ensure safety of caregivers and patients.
- Report safety concerns immediately. Do not assume others will. Submit a QRR when appropriate.

## DEMONSTRATE CARING RELIABLY

To be compassionate, safe and reliable we at Kadlec actively practice the following:

### TONES

- Smile and greet others; say “hello”
- Introduce using preferred names and explain roles
- Listen with empathy and intent to understand
- Communicate positive intent of our actions
- Provide opportunities for others to ask questions

### TOOLS

- STAR
- Peer Check
- SBAR
- Phonetic and numeric clarification
- Validate and verify
- Know why and comply
- Brief, execute and debrief
- CUS

## APPEARANCE

How you present yourself represents Kadlec. Take pride in your appearance, as well as the look of our facilities.

### 1. PERSONAL APPEARANCE

- Always dress in a professional and appropriate manner, following the dress code policy for your department.
- Wear your I.D. badges on the upper torso, where it can be easily seen; and replace it when it is outdated or worn.
- Practice good personal hygiene; limit the use of perfume and cologne.

### 2. ENVIRONMENTAL APPEARANCE – Keeping our facility welcoming both inside and out is everyone’s responsibility.

- When you see an issue, take care of it immediately or call for assistance; pick up litter and clean up spills.
- Watch for items needing service, show excessive wear, are stained or appear unclean. Remove them from service or public/patient areas.
- Keep personal work areas neat and organized and secure your personal belongings.
- Park only in areas designated as staff parking.

## COMMUNICATION

Good communication is the foundation of a positive service experience. At Kadlec we are committed to actively listening to our patients, families and co-workers.

- Speak slowly in a polite, calm and even tone of voice.
- Communicate for your audience by choosing words they will understand and delivering your message by way of their preferred method or language.

- Listen attentively to concerns and requests and give the others time to respond. Do what you can to resolve the situation with compassion.
- Pay attention to body language, both yours and that of others, and modify yours when needed.
- Avoid interrupting others.
- Do not discuss patients, their care or Kadlec business while in a public place.
- Be mindful during conversations; do not blame other caregivers, departments, technology or equipment.

## **AIDET PLUS THE PROMISE™**

Utilize the AIDET® framework for effective communication.

**ACKNOWLEDGE** – Immediately acknowledge the importance of every individual and confirm their presence by making eye contact and greeting them.

**INTRODUCE** – Introduce yourself with name and title to each patient/family/visitor and identify the type of care or service you are providing.

**DURATION** – Provide information about time. This will set clear expectations with patients/families/visitors and show you respect their time.

**EXPLANATION** – Explain to others what they can expect during your interaction. Offer an opportunity for them to ask questions.

**THANK YOU** – Show appreciation and let others know that your goal is to provide excellent service.

**PLUS THE PROMISE** – This is your opportunity to reassure the other person that you are committed to supporting them.

## **COMMITMENT TO CO-WORKERS**

Teamwork, respect, compassion and courtesy are crucial in showing our commitment to each other. Regardless of role, recognize that all caregivers are equal and that it takes each and every one of us, regardless of title or position, to create the best experience.

1. Arrive on time, ready to work.
2. Be respectful in all interactions.
3. Give others the benefit of the doubt and assume best intent.
4. Work together by willingly assisting co-workers.
5. Don't gossip.
6. Choose to respond positively to problems; make a commitment to finding solutions.
7. Give honest feedback privately and in a timely manner.
8. Attempt to resolve differences with co-workers by politely and confidentially discussing it with them. Use your chain of command as needed.
9. Set your team up for success; restock, reorder and clean up. Don't leave things undone.
10. Admit when you are wrong; make no excuses.
11. Return promptly from breaks and lunch.

## **COMMITMENT TO PATIENTS**

We're committed to providing safe, compassionate care. We promise to know, care for and ease the way of our patients and families.

1. Assess the situation and anticipate the needs of our patients and visitors to assure their comfort.
2. Take care of people regardless of whose job it is; connect them to the right resource.
3. When issues arise, follow through with service recovery.

4. Protect our healing environment; minimize noise and knock before entering a patient space.
5. Ensure a proper handoff is completed by using the SBAR technique.
6. If provided, use dry erase boards – update as appropriate for your setting.
7. Protect patient information; lock computers and keep information out of view of others.
8. Empower patients and families to make informed choices. Give them the information they need to plan their care and acknowledge their concerns.
9. Be sensitive to wait times and provide prompt service.
  - Recognize and communicate about delays.
  - Offer alternatives, such as additional comfort measures or re-scheduling appointments when available.
  - Set expectations with care partners about time the patient will be away from them. Update care partners often while a patient is undergoing a procedure.
  - Attempt to make those who are waiting more comfortable.

## **HALLWAY ETIQUETTE**

1. Follow the “10/4 Rule”. At 10 feet acknowledge others with a smile. At 4 ft. smile and say, “Hello”.
2. Consider public hallways as “onstage” and keep communications/conversations professional.
3. Give patients the right of way – especially when going to procedural areas.
4. Keep your voice down in hallways no matter the time of day.
5. Avoid eating or drinking in the hallway.
6. Be aware of your surroundings. Walk, and use mirrors to check around corners. Allow others to pass if you’re walking in a group or stopped for a conversation.

## **ELEVATOR ETIQUETTE**

1. Allow patients and visitors to enter first. Wait for the next elevator if it is full or take the stairs.
2. Allow those on the elevator to exit before entering. Hold the doors open for those who are entering and make room for others.
3. Respect the privacy of patients being transported.
4. Transport elevators at the Medical Center are for patient and equipment transport only.

## **TELEPHONE ETIQUETTE**

1. Become knowledgeable on the operation of each communication device used in your area.
2. When answering or placing calls, identify yourself and your department, speak clearly and use a friendly tone.
3. Answer all calls promptly, with a smile, identifying yourself and your department followed by asking, "How may I help you?"
4. Ask permission prior to placing a caller on hold. Protect confidentiality by utilizing the hold feature when speaking with others.
5. When transferring a call, ask the caller for their name and number and also give the caller the destination phone number in case they are disconnected.

## **CELL PHONE ETIQUETTE**

1. Store cell phones and electronic devices out of sight, preferably in a locker or other secure location.
2. Set your phone to silent if you must keep your phone with you while on duty.
3. Excuse yourself from direct patient care areas and find a private place if you must answer calls.

4. Maintain organizational confidentiality and HIPAA compliance while speaking on your cell phone in public areas.
5. Cell phones for personal use should only be used out of sight of patients and never interfere with your duties. Personal calls are to be made on your break or lunch.
6. Limit phone checking during meetings.
7. Use walkie-talkie (all talk) function sparingly.

## **EMAIL ETIQUETTE**

1. Email is only one communication method. Be courteous and respectful in your communication and self-check whether your message would be better delivered face-to-face.
2. Send reply emails only to the person sending the note unless it is necessary or asked for all to read your response.
3. Ensure patient confidentiality by using the proper secure email procedure for the recipient, whether internal or external.

## **SENSE OF OWNERSHIP**

Every caregiver represents Kadlec and is responsible for representing the Mission, Vision, Values and Promise.

1. Recognize and welcome new employees: offer assistance, be an example of commitment and cooperation.
2. Take pride in your contribution. You are an important part of the team, no matter your role.
3. Look beyond your assigned responsibilities for opportunities to support the whole team.
4. Contribute to our culture. Communicate your appreciation to fellow caregivers and build our team.
5. Be mindful of ways to eliminate waste. Take initiative to suggest improvements and support change.

6. Take ownership and be aware of happenings in the organization.
7. Start each shift fresh with a new perspective.
8. Contribute to your professional growth by participating in learning opportunities.

## **ACKNOWLEDGEMENT**

Kadlec caregivers from across the organization played an instrumental part in the development of these behavior standards. Their dedication and vision helped drive our commitment to excellence. It is with many thanks we acknowledge and appreciate their contribution.

### *Commit to Excellence*

These standards reflect the high principles that we, as caregivers of Kadlec, have established for ourselves. Each individual has an obligation to uphold these behavior standards to achieve our Mission and deliver on our Promise.



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