Purpose

Performance Excellence describes how we do our work. The purpose of our Standards is to guide us in all interactions, so we develop, maintain, and/or improve relationships with every one of our customers. Our goal with every interaction is to create a positive, memorable experience. These Standards can be summed up in the Platinum Rule: treat others the way they want to be treated.

Definition

A customer is anyone who has an expectation. We serve and partner with “external” customers—patients, visitors and vendors who are customers in the traditional sense of the word. We also serve “internal” customers—the people who work inside our system and rely on us for the services, products and information they need to get their jobs done. We provide the same level of care and consideration to all customers.

Accountability

All staff are involved in supporting the Froedtert Health service culture. We choose to be accountable for fulfilling our responsibilities to our customers and each other. Our actions demonstrate our personal commitment and responsibility to the success of patient outcomes and the organization. In doing so, we follow through on our promises and commitments, take ownership in resolving concerns or problems and hold each other accountable for following policies, organizational initiatives and customer service standards.
Professionalism

➤ I maintain a positive attitude, accepting new ideas and change.
➤ I always wear my ID badge above my waist, so customers can easily identify me by name.
➤ I park in my designated parking area, leaving closer parking for patients and visitors.
➤ I escort individuals, if necessary, to their final destination or find someone else who can.
➤ I utilize resources wisely and look for ways to reduce cost.
➤ I continuously learn so I’m able to improve the quality of my work.
➤ I stay informed of organizational changes, policies and information by attending meetings and reading internal communications.
➤ I am sincere, respectful and non-judgmental with others including during times of stress and conflict.
➤ I arrive at my work station on time, prepared to provide excellent service.

Safety & Environment

➤ I follow proper hand washing techniques to reduce the risk of infection.
➤ I correct and/or report all safety concerns to prevent incidents.
➤ I follow all safety and staff health guidelines according to policies.
➤ I actively work to maintain a clean and quiet environment.
➤ I actively involve patients to assure a safe experience.

Teamwork

➤ I collaborate with others to meet or exceed customer expectations.
➤ I help new team members feel welcomed and supported.
➤ I am flexible in meeting work demands and willingly assist team members.
➤ I view challenges as opportunities for improvement and foster the spirit of teaching and learning from each other.

Communication

➤ I use AIDET (Acknowledge, Introduce, Duration, Explanation, Thank) to begin all my interactions.
➤ I communicate delays and provide assistance as needed, demonstrating a sincere desire to help.
➤ I communicate in a respectful and genuine manner.
➤ I manage up by communicating positively to build trust and confidence in the organization and staff.
➤ I listen attentively, with concern and sensitivity.
➤ I use appropriate body language and tone of voice.
➤ I use words patients and customers will understand.
➤ I interact with customers in a non-hurried manner.
➤ I use L.A.S.T (Listen, Apologize, Solve, Thank) for service recovery.
➤ I ask, “Is there anything else I can do for you?” prior to ending my interactions.

Confidentiality and Privacy

➤ I will not share confidential information with those who do not have a business need to know (this includes organizational, departmental, personal and patient information).
➤ I acknowledge acquaintances when seen, but do not inquire about the reason for their visit.
➤ I will not leave patient or staff information in plain sight (e.g., patient charts, schedules, census reports, performance evaluations).
➤ I knock and announce myself before entering a room.
➤ I close curtains and doors to protect patient privacy.
➤ I protect patients’ dignity at all times (e.g., providing a properly sized gown or robe).

Etiquette

➤ I use common terms of courtesy such as “please,” “thank you,” and “excuse me.”
➤ I answer external phones utilizing a greeting, my name, organization and department.
➤ I return phone messages and reply to e-mails within 24 hours during the regular business week or follow department specific guidelines.
➤ I keep my voice mail message greeting current and always include:
  • my name, organization and department
  • how caller can have immediate needs met
➤ I provide the correct number before transferring a call.
➤ I ask permission before putting a call on hold or transferring to voice mail and thank callers for holding.
➤ I will send e-mails that are courteous, brief and to the point.
➤ I will use appropriate words when sending e-mail and will not type in all CAPITALS which indicates shouting.
➤ I pause to allow others to enter or exit the elevator before me.
➤ I make room for others in the elevator and hold the door open as others board.
➤ When I transport a person in a wheelchair, I make sure they are facing the door of the elevator.
➤ I use designated elevators appropriately.
➤ I silence electronic devices during meetings and educational sessions.
➤ I will leave meetings and educational sessions to answer pages and phone calls.

Cultural Competence/Inclusion

➤ I value, support and promote a diverse workforce in our organization.
➤ I respect all the ways we are different: age, lifestyle, beliefs, language, financial status, education, race, communication style, etc.
➤ I practice the Platinum Rule (treat others the way they want to be treated) to assure expectations are met or exceeded.
➤ I encourage an environment where all individuals are able to contribute their skills and talents and reach their fullest potentials.
➤ I use appropriate interpreters and translated documents, when needed, to assure accurate and complete communication.