

Service

Excellence at UH



Building a "Patient First" Culture at The University Hospital

To improve the quality of life for all those we touch through excellence in patient care, education, research and community service.

Standards

Decision-making priorities for ensuring consistent delivery of service:

1. Safety:

Ensure the welfare and safety of our patients and co-workers.

- *Keep work space neat & uncluttered*
- *Inspect equipment prior to use; report and remove unsafe items*
- *Report incidents / barriers through Patient Safety Net (PSN) or UMDNJ-Incident Report*

2. Courtesy & Respect:

Know the needs, wants, sensitivities and emotions of each person and adapt your response for each individual.

- *Smile*
- *Make eye contact*
- *Start and end each encounter on a personal note*
- *Use friendly phrases*
- *Encourage questions*
- *Know the answers to questions*

3. Outstanding Customer Experiences:

Ensure exceptional first and lasting impressions; creating a seamless experience through the continuum of care.

- *Follow the UH Dress Code policy*
- *Use scripted / standard interactions*
- *Immediate service recovery (apology)*
- *Provide a positive / healing environment*
- *Follow standards of care / standards of performance*
- *Ensure processes are customer focused*
- *Always be on time and timely*
- *Do everything possible, everyday for every patient*

Behavior Guidelines

First Impressions:

- Start every contact and communication with direct eye contact & a sincere smile.
- Greet and welcome every customer using UH's standard welcome: 1) offer a greeting, 2) identify your department, 3) identify yourself, and 4) offer assistance.
- Answer the phone within 3 rings utilizing UH's standard welcome.
- Communicate in a manner that is positive, professional and easily understood.
- Apologize for problems and inconveniences without blaming others; then seek to find solutions.
- Listen actively, focus on the person and check for understanding by repeating and asking questions.
- Secure translators and/or interpreters to meet disability and language barriers.
- Display appropriate body language at all times: attentive, good posture, appropriate facial expression.
- Extend a sincere "thank you" at the conclusion of every transaction.

Telephone

- Ask permission and wait for a response before placing a caller on hold.
- Provide the caller with the extension, prior to transferring a call.
- Create an "out of office" voice mail if you are away from the office for more than 1 day.
- Return calls within one business day.

Email

- Respond to e-mails within one business day.
- Use responsible, professional, respectful language.
- Create an "out of office" e-mail message if you are away from the office for more than 1 day.

Confidentiality

- Never discuss patient matters in locations where conversations could be overheard (elevators, cafeteria, etc.)
- Close the door or draw the curtain before asking personal questions.
- Knock before entering a room; announce yourself and the reason for your visit.
- Protect the dignity of patients (i.e., cover patients on stretchers, pull curtains, etc.)

Service Recovery:

- Make **LAST**ing relationships: **L**isten, **A**cknowledge, **S**olve it and **T**hank the patient for bringing their concerns to your attention.
- Offer a sincere apology.
- Check back to ensure their satisfaction with the remedy.

I, _____, have received a copy of the Service Standards. I agree to abide by these standards in my daily work life.

Signature

Date